

# The 9th Annual CIO Workshop

On Collaboration and Interoperability in Infrastructure Management  
London | October 30-31 | 2013



## The Event

The ninth annual invitation-only CIO Workshop on collaboration and interoperability in infrastructure management takes place from 30-31 October 2013, in London. This intimate, frank\*, and highly interactive session is led by CIOs and executive business leaders, with a focus on owner-operator needs and issues.

Experienced facilitators and a balanced agenda in a high-end setting provide a focused and effective platform for networking and discussion. Attendees can look forward to a stimulating event and producing real results. They will also receive white papers describing key results from this and previous Workshops – synopses 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 an independent group of CIOs and other IT leaders, who have teamed as panel members for several years. The 2013 Expert Advisory Panel members are:

### Jim Conlin

Water and Wastewater Strategy Manager, Scottish Water

### Andrew Cowell

Engineering Director, MWH

### Branka Fister

Head of Civil, Arrangement and Piping  
ALSTOM (Switzerland) Ltd.

### Adrian Goulding

Bentley associate

### Matthew Kyte

Corporate Director IT, Arcadis NV

### Wilco Polak

Manager Informatie Management, Tennet

### Charles Rowney (Chair)

ACR, LLC

### Vic Samuel

Regional Capital Projects Information Management Manager,  
Chevron

### Martin Swaine

Shell

### Henk Van Oostveen

Manager Architectuur en Techniek, Prorail

### Tim Walton

Tim Walton and Associates

### Herman Winkels

Rijkswaterstaat Big Projects and Maintenance

## Synopsis of the 2013 Program

The 2013 theme was selected in a meeting of the Expert Advisory Panel in April of 2013. It is based on interest areas communicated in the 2011/2012 CIO Workshops and on emerging needs and issues the panel members continually cope with on both strategic and tactical levels. A majority of the group noted that information management in building and operations phases of the program lifecycle continue to present fundamental challenges, and suggested that a workshop exploring critical interface and analytical elements of the problem would be an effective topic area this year. After further development, an excellent theme emerged.

The 2013 CIO Workshop is themed:

### Information Management From Design Through To Decommissioning: Implementation, Transition and Continuous Improvement

Within this theme, the focus areas for 2013 are:

- **The Foundation:** Managing and implementing information systems properly during design and construction, with a conscious recognition of subsequent operations requirements, is a 'must' for realizing efficiencies over the whole lifecycle.
- **The Interfaces:** Explicit planning for the transition of information not only between operating phases but between enterprises, is a pivotal aspect in retaining the value of information.
- **The Long View:** Implementing mechanisms specifically aimed at enabling continuous updates and enhancements in analytics is key to ensuring progressive performance improvement over time.

Representatives from asset-intensive industries such as oil and gas, water, energy, transportation, and other infrastructure-oriented sectors 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 Year in Infrastructure Conference is an added benefit:** This year, the Workshop is co-located with a global gathering of leaders in the world of infrastructure design, construction, and operations exploring the intersection of technology and business drivers shaping the future of infrastructure delivery and investment returns. Since this subject is very relevant to this year's Workshop theme, steps are being taken to enable CIO Workshop attendees to participate in both. For more information, visit: <http://www.cioworkshop.org/sponsorship.htm>!

\*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/chathamhouseule>.

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## Program Overview

The pattern we've established is proven and effective. Scheduled as a day-and-a-half event, the CIO Workshop provides plenty of time for formal presentations, interactive workshops, and networking.

### Day 1 – Wednesday, October 30, 2013

08:00 – 22:00 London Hilton Metropole

#### 08:00 – 11:15 Early Badge Pick-up and Year in Infrastructure Sessions

In addition to badge and packet pick up, attendees are invited to hear keynote presentations at The *Year in Infrastructure* Conference, including Sir John Armitt, Chairman of the Olympic Delivery Authority & Chairman of National Express.

#### 11:15 – 12:00 Special Presentation

##### **Asset Management ISO 55000 – The Sustainable Business Strategy for Operational Excellence**

##### **Terrence O'Hanlon, CEO, Reliabilityweb.com**

Terrence O'Hanlon, publisher of Uptime Magazine and CEO of Reliabilityweb.com, also serves as the executive director of Asset Management Professionals (AMP) and is a voting member of the U.S. Technical Advisory Group to ISO-PC251 that drafted ISO 55000. As such, Terry is superbly qualified to deliver a thought-provoking keynote on why we need asset management and standards. He will challenge attendees to take the lead in driving a sustainable business strategy for operational excellence.

#### 12:00 – 13:00 Buffet Lunch (and badge pick-up)

CIOs meet, greet, and network during a buffet lunch. Those just arriving can pick up their registration packages.

#### 13:00 – 13:30 The *Year in Infrastructure* Keynote Presentation – Pedro Miranda, Corporate VP Siemens AG

CIOs will join attendees of The *Year in Infrastructure* Conference to hear Pedro Miranda speak. Pedro is corporate vice president, Siemens AG, Head of Global Center of Competence Cities, and head of corporate development, Siemens One, in Munich.

#### 13:45 – 14:30 CIO Workshop Sessions Opening

After welcoming remarks and introductions, Bentley Systems CEO Greg Bentley will welcome CIO attendees. They will be provided with a common understanding and expectations for the balance of the day and for the event as a whole by CIO Workshop Chair.

**A. Charles Rowney**  
CIO Workshop

**Greg Bentley**  
Bentley Systems

## 14:30 – 17:00 Breakout Session 1 - Managing the Lifecycle in Multi-enterprise Ventures

**Dave Roberts**  
MWH

**Martin Swain**  
Shell

**Nada Zdravkovic**  
KBR

**Dave Hodgson**  
BP

**Herman Winkels**  
Rijkswaterstaat

It is hardly news that lack of planning for handover and operations during the design phase of a program lifecycle is one of the major reasons information is lost, systems are mismatched, and efficiencies are reduced. Yet, despite the clear and general understanding of this reality, a range of factors still tend to lead to a throw-it-over-the-fence mentality at the interfaces between planning, design, construction, operation, and decommissioning phases of a program lifecycle. Complicating things further, even well intentioned efforts can go astray when different enterprises, who have often expended considerable effort in developing their own standards, try to interoperate. Fortunately, new state-of-practice technologies promise to make these interface jumps much more seamless and to reduce the need for investments in advance of need. This session will explore developments in technology and processes, in various sectors, that can make this next evolution a reality today.

## 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 in the vicinity of the final breakout session.

**18:00 – 19:00 Private reception:** Attendees enjoy a quiet opportunity for cocktails and networking at the **Minako at the Met** restaurant overlooking the picturesque heart of downtown London from one of the highest restaurant vantage points in the city.

**19:00 – 21:00 Exclusive evening meal:** Attendees dine at **Minako at the Met**, over a relaxed and first-rate meal where networking and one-on-one interaction is the central objective.

**21:00 – 22:00 A Warm Welcome at The Year in Infrastructure:** Those interested in an opportunity to meet the wealth of experience and varied interests of attendees at The Year in Infrastructure Conference (being held concurrently, adjacent to the Hilton Metropole) may wish to join participants for the *Be Inspired Awards*. A special location has been set aside to make casual meeting and greeting a comfortable and engaging experience.

## Day 2 - Thursday, October 31, 2013

08:30 – 16:00 Hilton Metropole Business Center

## 08:30 – 11:45 Breakout Session 2 – Analytics as a Guide to Operational Effectiveness

**Brian Robins**  
Bentley

**Jim Conlin**  
Scottish Water

**Eddie Launhardt**  
Scottish Power

**Bob Distefano**  
MRG

**Henk Van Oostveen**  
ProRail

The ability to store and retrieve data is only meaningful to the extent that the data can be used in support of enterprise objectives. It is now a reasonable expectation that modern enterprises have effective IT systems and processes in place to record such things as performance, incidents, benchmarks, compliance and so on. However, it is far less common that those same enterprises develop analytics that can materially impact their bottom-line performance. Properly implemented and improved over time, analytics can be of strategic and tactical value at all levels in the enterprise, from the most senior executives to workers on the shop floor. This session will explore best practices in analytics, from both practical and theoretical perspectives, and delve into ways that information and analytical reporting can be honed and improved over time.

## 11:45 – 13:15 Lunch and Discussions

During an informal lunch buffet, attendees will have the opportunity to network and discuss topics of mutual interest.

## 13:15 – 13:45 The 2013 CIO Workshop Survey on Mobility and Analytics

In preparation for the 2013 CIO Workshop, the Expert Advisory Panel commissioned a survey that was carried out in the fall of this year. The results of this survey, which focused on mobility and analytics in the enterprise, will be presented to attendees.

### **13:45 – 15:45 Breakout Session 3 – Integrating Technologies for Lifecycle Data Management**

The session has been created to respond to a challenge posed by the Expert Advisory Panel guiding the 2013 program. Panel members have asked Bentley to provide a round-up of technologies and solutions currently available to enable state-of-the-art management of information over the whole lifecycle of a program. There are dozens of applications available to address individual aspects of the problem, and it has been suggested that the result is a lack of clarity as to how the components can be managed as a whole, responding to the needs of enterprise management in any specific sector. In response, two discussions have been developed:

- ***A Peak at the Future:*** Bentley SVP Bhupinder Singh, executive in charge of software development and related research, will frankly discuss some of the trends and pressures faced by solution providers today, and will share some of the leading innovations that Bentley is evaluating and implementing in support of emerging owner-operator needs. This will include a series of concrete steps that they have determined will pave the way to the future. In open follow-up discussions, participants will have a chance to probe these ideas with Bhupinder and other senior Bentley executives, and offer feedback as to their needs and priorities.
- ***How It All Comes Together:*** This segment will begin with presentations by Mark Biagi, Bentley solutions executive, and George Khoury, Bentley APM Industry Sales Director, who will provide an overview of how currently available technologies are addressing the challenges across the industry base of those attending this year's event. In breakout sessions, opportunities and options will be explored sector by sector, and attendees will develop an understanding of where the state of practice in integrated data management is, and where it is headed. As an added outcome, attendees will provide feedback on needs and gaps in their sectors, as a challenge for Bentley to consider and report on during the 2014 event.

Breakout groups have been arranged to allow attendees to focus on the topic area of their interest, with ample opportunity to interact with the Bentley experts working with each group.

### **15:45 – 16:00 – Workshop Concludes**

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, and a schedule for development of the various white papers and other outcomes of the Workshop will be presented. As an important element of this brief concluding session, attendees will then briefly consider options and topics that would be of interest for the 2014 CIO Workshop.

Bentley CEO Greg Bentley will then offer closing comments and reflections on the 2013 Workshop, as well as a brief overview of highlights for the coming year. Lastly, Workshop Chair Charles Rowney will discuss steps forward, including a schedule for development of the various white papers and other outcomes of the Workshop. He will then formally close the proceedings.

**Greg Bentley**  
Bentley Systems

**A. Charles Rowney**  
CIO Workshop