

2027 AGENDA

INFO~TECH
RESEARCH GROUP

IGNITE

POWERED BY INFO-TECH LIVE

Vancouver, BC

March 31 – April 1st, 2027



IGNITE Agenda

March 31, 2027

Time	Session Type	Session	Track	Role	Description
1:30 pm	REGISTRATION				
2:00 pm	WELCOME	Welcome and Opening Remarks			
2:15 pm	TECHNOLOGY KEYNOTE	Agentic IT: From Hype to Value	Agentic IT	All Roles	In this age of AI, you're expected to make confident bets on emerging technology while balancing credibility, delivery pressure, and board-level expectations. This opening keynote reframes the conversation, challenges familiar narratives, and sets out how CIOs and senior IT leaders can drive sustained, enterprise-level impact beyond the hype.
2:45 pm	TECHNOLOGY KEYNOTE	Designed for Autonomy: Inside the Agentic Enterprise	Agentic IT	All Roles	Most organizations will add agents. Very few will become agentic. As AI systems move from assisting tasks to executing workflows, the challenge is no longer adoption, it's design. Agentic AI exposes process ambiguity, data fragmentation, and decision chaos. It demands clarity in architecture, governance, and accountability. We're about to discover which enterprises were truly digital, and which were only digitized. This session explores what it takes to build an enterprise architected for autonomy, from orchestration and integration to governance, structure, and decision design. The future won't belong to those experimenting at the edges. It will belong to those bold enough to redesign the core.
3:15pm	NETWORKING BREAK				
3:45 pm	ACTIVITY	Build Your AI Strategy & Roadmap	AI	CIO	In this interactive session, we will help you derive an initial shortlist of AI use cases to guide the foundational steps of creating an AI strategy and roadmap.
3:45 pm	ACTIVITY	Build a Business-Aligned IT Strategy	Value-Driven IT	CIO	In this session, our expert analysts will help you craft a goals cascade for use in your IT strategy document. We will quickly work through the process of gathering enough business context and details of new and existing IT initiatives to demonstrate how to achieve alignment.

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3:45 pm	ACTIVITY	Establish Effective Data Governance	Value-Driven IT	Data & Analytics	Data governance doesn't have to be overwhelming. In this interactive session, data leaders will learn the key first steps to get started and build a governance program that supports critical initiatives and long-term strategy.
4:30 pm	TECHNOLOGY KEYNOTE	Your Most Underused Asset: Unlocking the Hidden Value of Your Service Desk Data	Playbooks	All Roles	Every month, your IT service desk generates thousands of tickets, and buried inside that data are the patterns, inefficiencies, and cost leaks quietly holding your organization back. In this session, we'll explore how AI-powered analytics can transform your help desk data into a continuous improvement engine: surfacing root causes, uncovering shift-left opportunities hidden in your most repetitive and high-cost tickets, connecting findings to proven research, and delivering prioritized recommendations your team can act on immediately. Your ticket data is one of the most underused assets in IT – it's time to unlock its value.
5:00pm	CLOSING AND RECEPTION				
6:30pm	NETWORKING DINNER				

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Time	Session Type	Session	Track	Role	Description
8:00 am	NETWORKING BREAKFAST				
9:00 am	TECHNOLOGY KEYNOTE	Become an Exponential CIO	Playbooks	All Roles	As technology increasingly shapes how enterprises operate and compete, many CIOs remain constrained by governance, funding, and metrics designed for a different era. This keynote challenges the assumption that the role must change through leadership alone, revealing how redesigning enterprise context and use of data and technology enables CIOs to move beyond firefighting and reliably shape enterprise-level outcomes.
9:45 am	ACTIMTY	The AI Playbook: Secrets & Steps to Systematically Achieve IT Excellence	AI	CIO	In this interactive workshop, we'll dive deeper into the methodology behind the 12-step AI Playbook and help you understand how to apply it to your unique environment. Participants will not only gain a deeper understanding of what each of the 12 steps means for them but will also leave with a prioritized roadmap to begin implementing the playbook and start turning AI into a growth engine instead of a gamble.
9:45 am	ACTIMTY	Data Playbook Deep Dive: How to Systematically Achieve IT Excellence in Data & Analytics	Playbooks	Data & Analytics	In this interactive workshop, we'll dive deeper into the methodology behind the 12-step Data & Analytics Playbook and help you understand how to apply it to your unique environment. Participants will not only gain a deeper understanding of what each of the 12 steps means for them but will also leave with a prioritized roadmap to begin implementing the playbook and start transforming D&A from firefighting to forward-driving.
9:45 am	ACTIMTY	The Security & Privacy Playbook: Secrets & Steps to Systematically Achieve IT Excellence	Playbooks	Security & Privacy	In this interactive workshop, we'll dive deeper into the methodology behind the 12-step Security Playbook and help you understand how to apply it to your unique environment. Participants will not only gain a deeper understanding of what each of the 12 steps means for them but will also leave with a prioritized roadmap to begin implementing the playbook and start transforming Security from firefighting to forward-driving.
10:15am	NETWORKING BREAK				

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Time	Session Type	Session	Track	Role	Description
10:45 am	LIGHTNING	TBA: Lightning Talks	All Tracks	All Roles	
10:45 am	BREAKOUT	TBA: Exhibitor Session	Exhibitors	All Roles	
10:45 am	BREAKOUT	TBA: Exhibitor Session	Exhibitors	All Roles	
11:30 am	TECHNOLOGY KEYNOTE	Securing Agentic AI and the New Security Reality	Agentic IT	Security & Privacy	Agentic AI is moving fast. Autonomous systems that can reason, plan, and take action across your enterprise are the new reality. With the AI risk landscape changing rapidly, it is difficult to prioritize which security control to tackle first. Whether you are implementing your first AI agent or evaluating vendor solutions, this session will help you gain clarity on what to focus on now, what to wait on, and the right conversations to have with your security teams starting tomorrow.
12:00pm	NETWORKING LUNCH				
1:00 pm	CLIENT/ EXPERT PANEL	TBA: Panel or Fireside Chat	All Tracks	All Roles	
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1:00 pm	BREAKOUT	TBA: Exhibitor Session	Exhibitors	All Roles	
1:45 pm	TECHNOLOGY KEYNOTE	Lead IT Like a Business: Every Dollar is a Decision	IT Financial Management	All Roles	All CIOs and IT leaders face the test of proving IT's value in the language of the business. This keynote walks you through a proven, end-to-end ITFM framework – spend allocation, budgeting, forecasting, reporting, and optimization – illustrated with real-world data and results.

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2:15 pm	TECHNOLOGY KEYNOTE	Five Key Takeaways from Info-Tech IGNITE	All Tracks	All Roles	At every conference, you're supposed to learn things, bring back your insights, and share them with your colleagues. But that can be hard when there's so much great information packed into such a short period. Please allow us to help you out. In this keynote, we'll walk you through what we think the five most important takeaways are and what your next steps should be. Make your trip home stress-free!
2:30pm	EVENT WRAP UP				