

SID Directors Conference 2019

Transformation: From Ordinary to Extraordinary

Wednesday, 11 September 2019
9.00 am to 4.00 pm

Suntec Singapore Convention & Exhibition Centre

Today, we live in an era of transformation, in an age of astonishing possibilities, sudden breakthroughs and social and political upheavals. Businesses have to respond to unexpected changes on many fronts – including climate change, consumer behaviour, demographics, culture and trade. In this conference, we seek to examine how businesses can reimagine and adapt organisational strategies, policies and processes to produce a mindset change beyond technological developments. Participants will have opportunities to network, interact and engage with industry leaders in carefully curated topics at one of the three dedicated breakout tracks.

Register online at www.sid.org.sg/CONFERENCE2019

Conference Fees (all fees are inclusive of GST)	Early Bird (ends 15 August 2019)	Regular
SID Member	S\$513.60	S\$727.60
Non-SID Member	S\$834.60	S\$1,048.60

Supported by:



Conference Programme

0815	Registration
0900	Pre-Conference Networking Activity / Refreshments
0945	Welcome Address Mr Tham Sai Choy, Chairman, SID
0955	Address by Guest-of-Honour Minister Ong Ye Kung, Minister for Education
1010	Blue Ocean Shift: From Competition to Creation Prof Chan Kim, The BCG Chair Professor of INSEAD Business School
	Chan Kim, co-author of <i>Blue Ocean Strategy</i> and <i>Blue Ocean Shift</i> , dispels the myth that innovation must be disruptive and makes the case that nondisruptive creation – innovation without disruption – is an alternative path to growth. As organisations strive to compete in cut-throat markets, they risk missing out on strategic growth opportunities. Prof Kim draws on his 30-year research journey to explore how companies can expand their strategic thinking beyond competitive growth.
1030	Transforming in the Face of Disruption Mr Chris Wei, Executive Chairman of Aviva Asia and Aviva Digital
	Chris Wei shares his perspective on how established global corporations can resist inertia and embrace the forces of change by keeping up with developing digital trends. Faced with digital disruption, companies must be prepared to evolve. The key is to focus on driving better customer propositions with enhanced engagement, user experience and data insights. Through increased collaboration with regulators, competitors and startups, companies can build a stronger ecosystem to strengthen the industry and benefit consumers.
1050	Board Leadership: Pushing Boundaries Mr Charles Ormiston, Partner, Bain & Co
	Charles Ormiston, founding partner of Bain & Company's Southeast Asia business, looks at how companies across industries and sectors have deployed a range of successful initiatives to navigate the mounting digital disruption. Singapore companies face increasing pressure to adapt to global shifts in technology, consumer preferences, trade blocs and a shrinking skilled workforce. While it is tempting to think "this too will pass", Mr Ormiston argues that most firms have no choice but to respond vigorously.
1110	Plenary Panel Role of Boards in Directing and Governing Transformation
	Moderator: Mr Charles Ormiston, Partner, Bain & Company Speakers: <ul style="list-style-type: none">• Prof Chan Kim, The BCG Chair Professor, INSEAD Business School• Mr Chris Wei, Global Chairman, Aviva Asia and Digital• Ms Jocelyn Chng, CEO, JR Group• Mr David Low, CEO, Futuristic Store Fixtures
1200	Lunch
1300	Lunch Presentation Goodbye Digital Age, Hello Fusion Era
	We are reaching the end of the Digital Era, as defined by mobile, social and cloud technologies. As we enter the 2020s, the Fusion Era, powered by cognitive, immersive and trust technologies, will be rapidly taking shape. Preview the Fusion Era and how it will transform the world beyond recognition within the next decade.
	Mr Charlie Ang, Founding President of The Innovators Institute and Ambassador of SingularityU Singapore
1330	Breakout Tracks

Technology Track

Presented by: NCS

Infinity War: Preparing for the NEXT wave

Organisations have to be future-ready to ride the NEXT wave of transformation in the digital economy. Improvements in operational efficiency, customer experience or digital synergies must take place across both internal processes and external touchpoints. In this track, speakers will share how enterprises can identify innovative sweet spots with design thinking and more agile approaches. They will also share their take on the latest emerging technologies and the potential applications in a volatile market environment.

Topic	Speaker
Embracing the NEXT wave of digital: Purpose-driven transformation	Ng Kuo Pin CEO, NCS
Building Smart airport capabilities: Creating a truly data-driven organisation	Steve Lee Chief Information Officer and Group Senior Vice President Technology, Changi Airport Group
Putting IoT and digital at the core: Optimising operations	Thierry Jakircevic General Manager, Digital Solution Centre, Bridgestone Corporation
Transforming tourism experiences and businesses	Quek Choon Yang Chief Technology Officer, Technology Transformation Group, Singapore Tourism Board
Panel discussion: What's NEXT in digital transformation	Moderator: Poh Mui Hoon SID Council Member <ul style="list-style-type: none">• Ng Kuo Pin• Steve Lee• Thierry Jakircevic• Quek Choon Yang
Demo Showcase	

Strategy Track

Co-presented by: Google and SAI Global

Track Facilitator:

Dr Wilson Chew, SID Council Member

Endgame: Aligning strategy and risk management

SAI Global with PwC

An Integrated approach to risk management supports organisational resilience particularly through periods of transformational change. Integrated Risk Management is based on the four cornerstones of good business management – strategy, people and culture, processes and operating model, and technology and information. For an organisation to successfully manage transformational change it is essential to anticipate and mitigate risk(s), both from external and internal sources, within the risk appetite and risk capacity of the organisation. This presentation will focus on how an organisation can reduce the uncertainty of change and embed a proactive risk management approach within an organisation.

Topic	Speaker
Aligning strategy and risk management through transformational change	Andrew Bissett Head of Advisory Asia Pacific, SAI Global
Panel discussion: Digitalising risk management: Key considerations to embark on an IRM transformational journey	Moderator: Mark Bookatz, Senior Vice President, SAI Global <ul style="list-style-type: none">• Oliver Broich Senior Director APAC, SAI Global• Francis Wan Partner, Risk Assurance PwC

Guardians of the Galaxy: Transforming your customer experience

KPMG with Google

A customer-centric focus helps leading companies build long-term customer relationships and strategic alignment. As customers grow more connected, empowered and demanding, organisations have to know their customers. Gain key insights into customer-driven trends with Google's latest technology and KPMG's Customer Experience Excellence survey. Participants will experience how real-time analytics can be harnessed to understand customer behaviours in the digital journey.

Topic	Speaker
Gain key insights from KPMG's Customer Experience Excellence survey on consumers in Singapore and globally. <ul style="list-style-type: none">• What consumers expect• Leading industries and practices• 6 pillars of excellent customer experience• Enterprises need to be more "connected"	Guillaume Sachet Partner, Management Consulting, KPMG
Discussion topic: How understanding your customer motivation and behaviours can help drive growth in the top and bottom lines	Mohamad Sukkar JAPAC Strategy Lead, Cloud for Marketing, Google Cloud

Demo Showcase

Connectivity Track

Presented by: Huawei International

Far from Home: Business without borders

Significant advancements in technological development and innovation have enabled connectivity across multiple dimensions, enabling global markets, cross-border trade, a mobile workforce, and real-time communications. This has created opportunities to transform industries and businesses, through Artificial Intelligence, ePayments and 5G telecommunications, among others. In this track, speakers will discuss connectivity in terms of the infrastructure network, market development, customer relationships, talent acquisition and development, and financial capital.

Track Facilitator:

Howie Lau, SID Council Member

Topic	Speaker
Introduction: Connectivity	Nicholas Ma CEO, Huawei International
<i>Technology Connectivity</i>	
Frontier technologies: The era of new technologies and innovations	Javier Gonzalez Head of Telecoms Asia, Oliver Wyman
<i>Business Connectivity</i>	
Connecting businesses through digital platforms	Sim Jian Min CEO, SourceSage
Digital trade	New Soon Tee Cluster Director, Trade and Connectivity Cluster, Infocomm Media Development Authority
<i>Future of Work</i>	
Unlock Transformation Challenges in an Agile Business Landscape	Brandon Wu CTO, Huawei Southern Pacific Enterprise Business Group
Future connected things	Tan Yen Yen President, Vodafone Global Enterprise, Asia Pacific
<i>Demo Showcase</i>	