

# FORUM INFORMATION

## Designing & Running IT for the Future

March 29-30, 2010  
USAA Headquarters  
San Antonio, TX

In this Forum we will focus on the disciplines of Enterprise Architecture and IT Operations as we discuss designing and running your IT environment to accommodate current and future demands of efficiency, growth and excellence.

**Technologies and Trends Cisco is Using to  
Enable the Workforce of the Future**

**Allstate's ITIL Journey**

**High Performance Computing, Cheating the laws of physics?**

**IT Operations at USAA**

**Challenges Encountered During Planning and Designing Enterprise  
Architecture**

**Tour of USAA Headquarters**

## Forum Agenda

### Monday

**7:30 Breakfast**

**8:30 Introductions**

**9:00 IT Operations at USAA**

*Rick Schlitt, Senior Vice President of IT Operations, USAA*

Rick Schlitt will welcome the group to USAA's world class facility and discuss the strategy that took them to very high quality, low cost IT operations. USAA has led a multiyear campaign to become a world class Financial services operation with best in class customer service and IT has been a critical enabler in this successful strategy. Rick will review the strategy and tactics employed to enable this goal.

**10:15 Break**

**10:30 Technologies and Trends Cisco is Using to Enable the Workforce of the Future**

*Dale Seavey, Director of Architecture/Design/Engineering at Cisco*

The board consumerization of devices and the emergence of technologies such as virtualization and cloud computing is forcing IT departments to rethink how Client Services are provisioned, managed, supported, and charged for. In addition, end users are demanding great speed, simplicity, and mobility from the services that IT provides while also expecting "dial-tone-like" reliability and transparent security.

Dale Seavey will discuss how Cisco IT has begun to redefine their architecture and strategy for Client Services in order to address these challenges and demands. As the organization builds a bridge from where IT Client Services currently stands to where they expect it to be in 2012, there will be exploration into what technologies and trends that can help to achieve the vision, which vendors are best aligned with the strategy, and what critical decision points that need to be addressed along the way.

**11:45 Lunch**

**1:00 Tour of USAA Headquarters**

Attendees of this Forum will tour the USAA Headquarters, the largest commercial office building in the United States. The art and historical memorabilia in each of the connected 9 buildings is as interesting as this complex itself.

**2:00 Break**



## Forum Agenda

### Monday continued

#### 2:15 High Performance Computing

John Holt, Senior Architect, Risk Solutions, LexisNexis

The shared nothing computing cluster is inexpensive and highly scalable but, until now, difficult to use for running data intensive computing applications. Efficient parallel algorithms for data intensive computing problems in a shared nothing cluster rely upon a divide and conquer paradigm which can be difficult to manually implement for many interesting problems. The ECL language enables the programmer to specify the problem solution in an abstract manner that is functional and therefore independent of the parallel and distributed aspects of the platform allowing the divide and conquer to happen automatically. The platform and language will be illustrated through several examples.

#### 3:30 Break

#### 3:45 Facilitated Discussion

In this session we will address the issues that attendees want to discuss with their peers and top-of-mind issues that have been brought to the IMF over the past few months.



## Forum Agenda

### Tuesday

**7:30 Breakfast**

**8:30 Allstate's IT Service Management Journey**  
*Mike Agar, Planning Consultant, Allstate Insurance*

This presentation will cover the history of IT Service Management (ITIL) at Allstate focusing on governance, implementation, architecture and ITIL Process Roadmap. Topics will include: virtualization efforts, organizational changes, IT Services Provisioning and a continued need to reinforce the importance of IT Service Management.

**9:45 Break**

**10:00 TOGAF Value for Architects**  
*Laura Tibodeau, Strategy & Planning Manager, Hewlett-Packard*

An effective enterprise architecture is critical to business survival and success. Tibodeau will speak about TOGAF and its importance as an industry standard architecture framework and its key importance in building and maintaining a successful Enterprise Architecture program.

**11:15 Wrap-Up Discussion**

In this session we will address the issues that attendees want to discuss with their peers and top-of-mind issues that have been brought to IMF over the past few months.

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