CIONET

CXOSUMMIT 2026

WHAT'S NEXT FOR ITALY

TUSCANY, RELAIS BORGO SCOPETO
9 – 10 OCTOBER 2026

CIONET

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Francesco Tondi

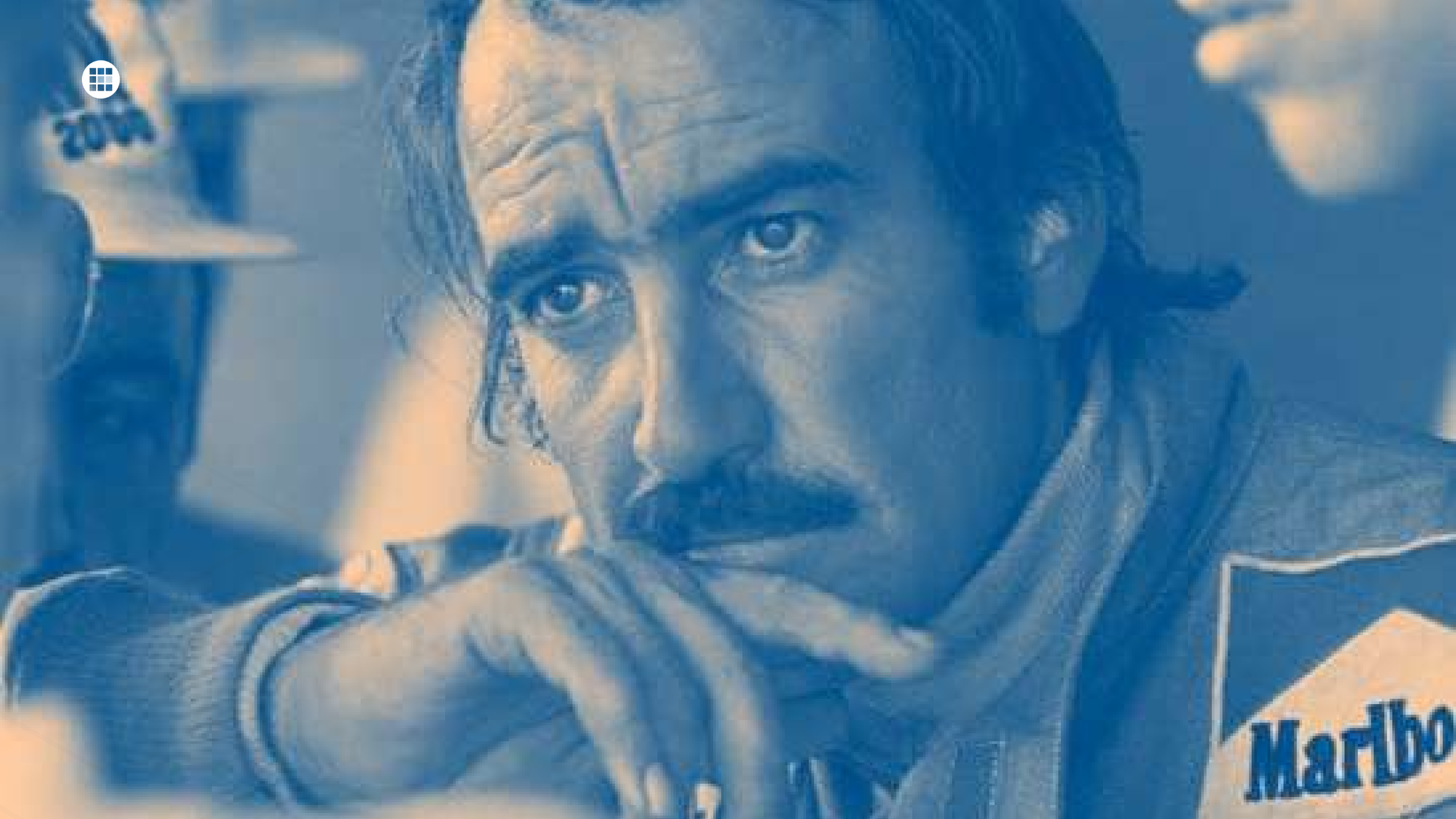
Francesco Tondi

Managing Director
CIONET Italy








Marlbo

CIONET

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What does it take to lead with confidence in an AI-driven world?

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What does it take to lead with confidence in an AI-driven world?

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Join the Club

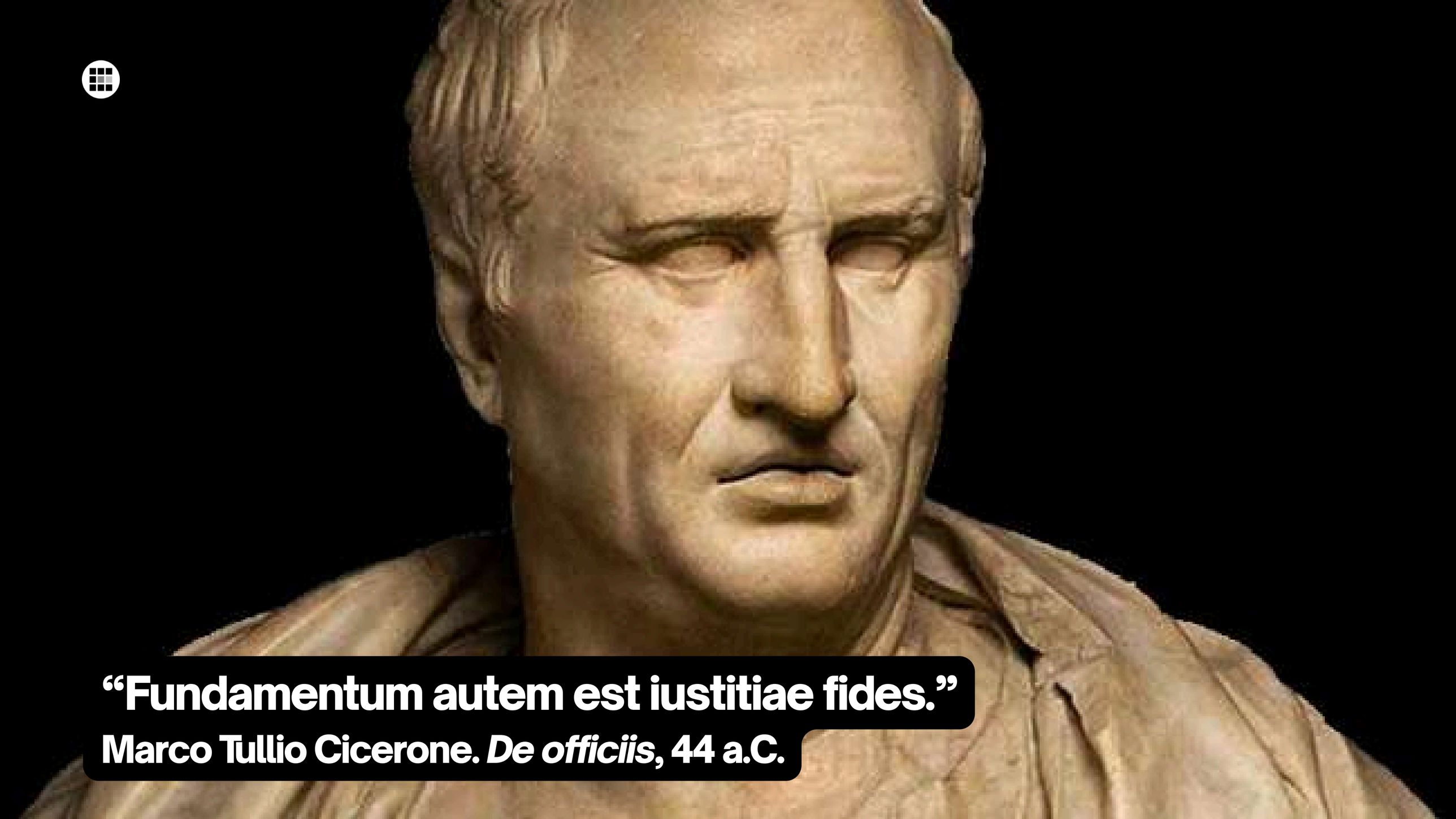
Bruce Fecheyr – Lippens, CHRO SD Worx



Join the Club

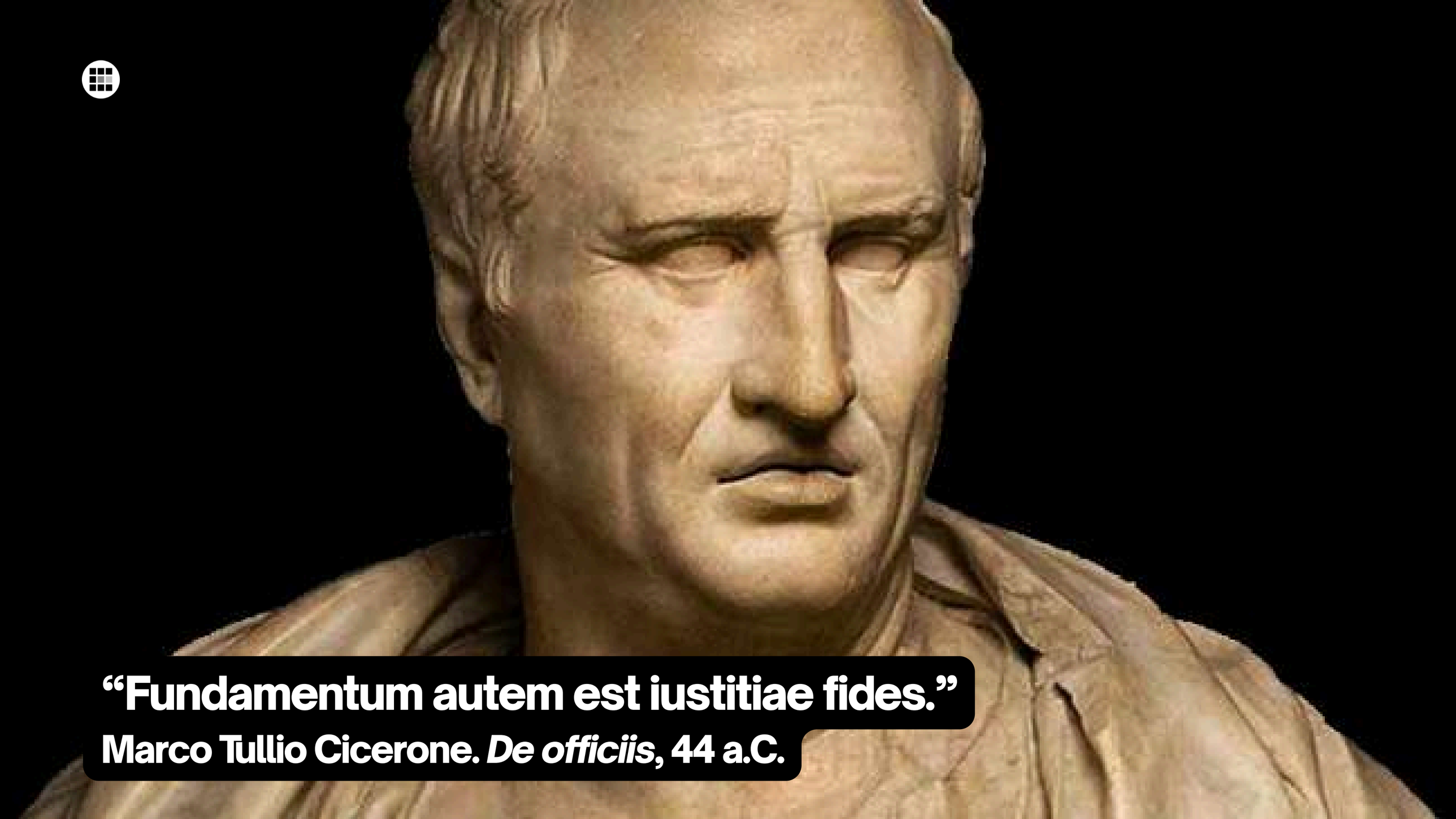
Bruce Fecheyr – Lippens, CHRO SD Worx





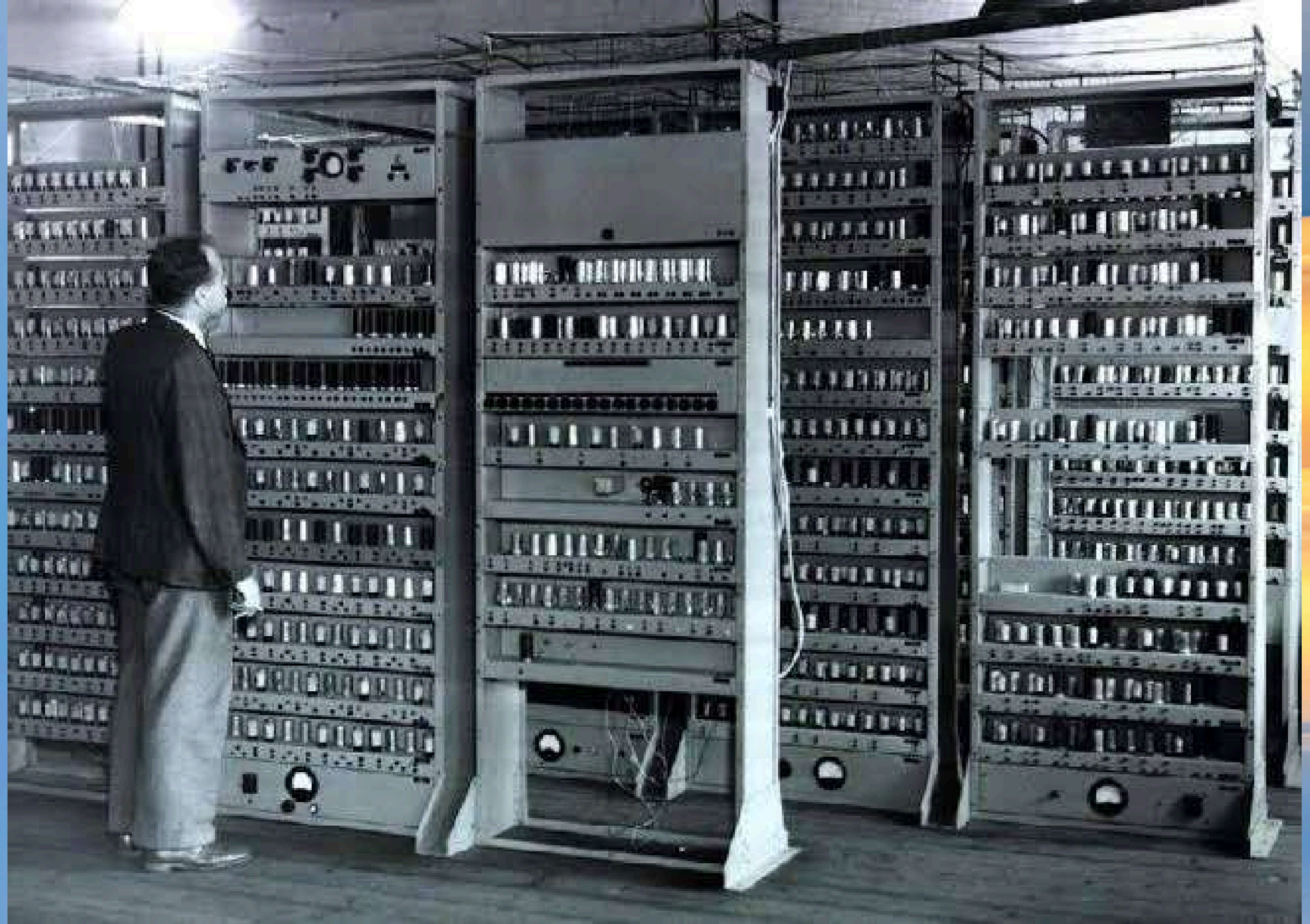
“Fundamentum autem est iustitiae fides.”

Marco Tullio Cicerone. *De officiis*, 44 a.C.



“Fundamentum autem est iustitiae fides.”

Marco Tullio Cicerone. *De officiis*, 44 a.C.



Presented by :
Francesco Tondi

Intelligenza artificiale, arrivano gli agenti per tutti di Meta e OpenAI: cosa c'è da sapere (e possiamo fidarci?)

di Martina Pennisi

SALVA



Corriere della Sera, 30 Settembre 2026


"Any sufficiently advanced technology is indistinguishable from magic"
Arthur C. Clarke


IN TECH WE TRUST
Exploring the Horizon
of Digital Future

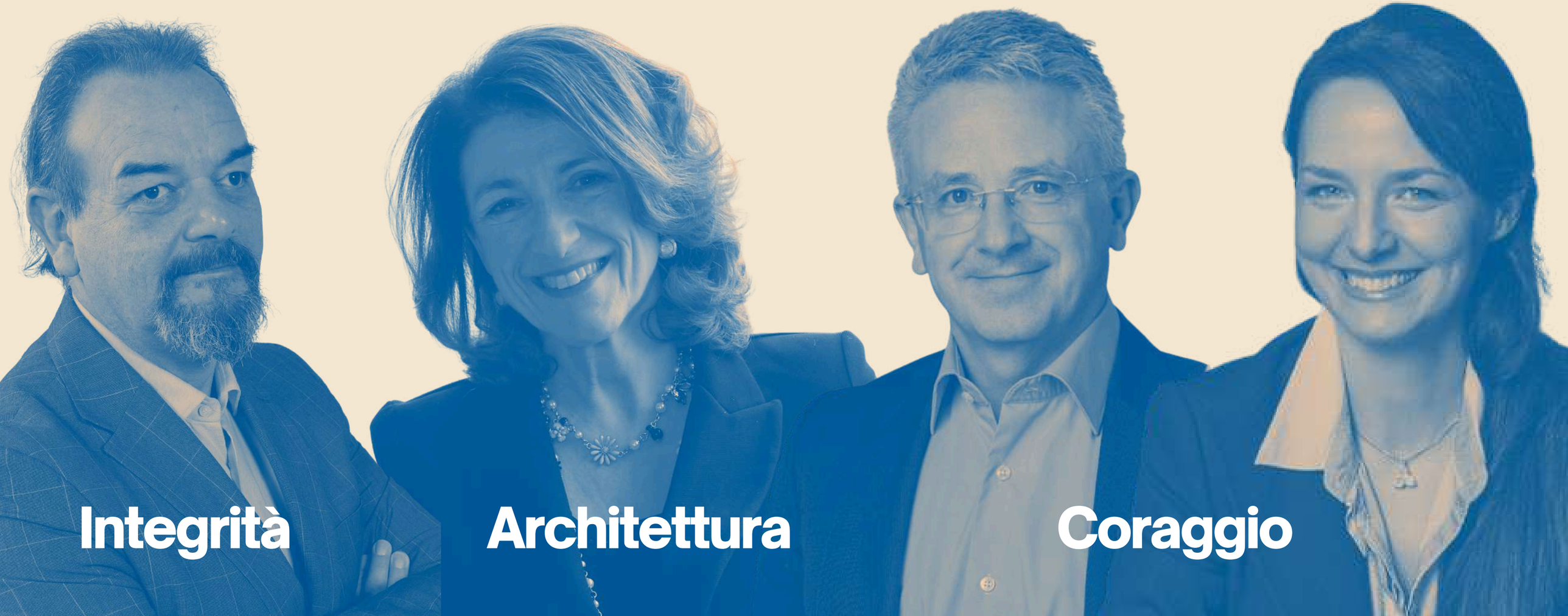
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Eleonora Bove

Senior Content Analyst & Program Manager, CIONET



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Brando Benifei

Eurodeputato & Co-Author "AI ACT"



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Claudia Tagliacollo

Advisory Security Technical Specialist, IBM Italia



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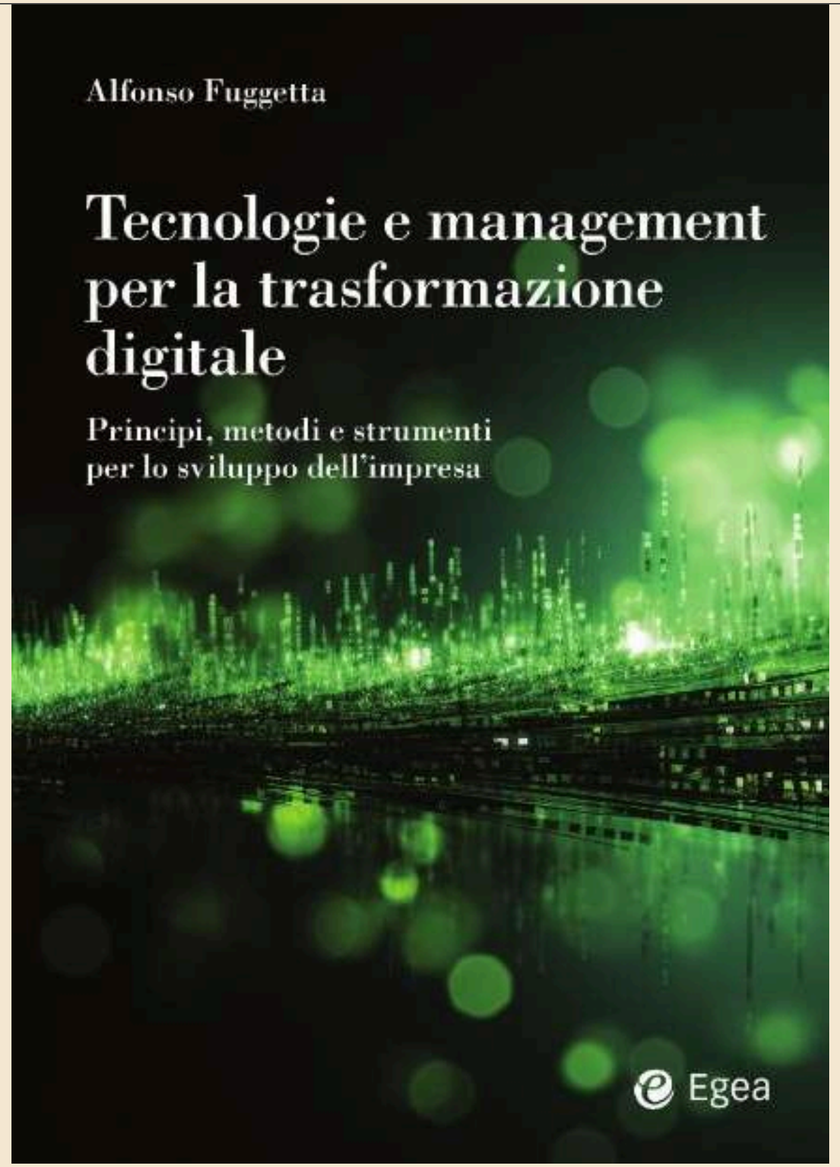
Alfonso Fuggetta

Professor, Politecnico di Milano



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Francesco Tondi

Luigi Branca

Strategic Account Executive, GitLab



What can AI do today?

TECH

Anthropic says its Claude models ‘gained unauthorized access’ to other organizations’ systems

PUBLISHED THU, JUL 30 2026•7:27 PM EDT | UPDATED THU, JUL 30 2026•9:11 PM EDT

BUSINESS › TECH • 3 MIN READ

An OpenAI test model escaped and broke into a real company’s servers

JUL 22, 2026

News | Cybersecurity

Google’s Gemini AI hacks 3 companies in security test, then stops

Google discloses first breakout by Gemini following similar incidents by Meta, Anthropic and OpenAI.

Where is the industry going?

Presented by :
Luigi Branca

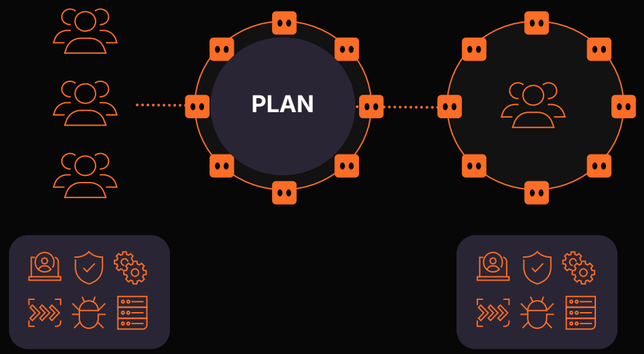
Manual

01 Plan: Specs & context
02 Develop: Merge requests, review
03 Test: CI/CD & manual testing
04 Scan: Security & compliance
05 Build: Artifact management
06 Deploy: Operate & monitor

- Human-orchestrated
- Multiple handoffs
- Cognitive limit bottleneck

Agentic assist

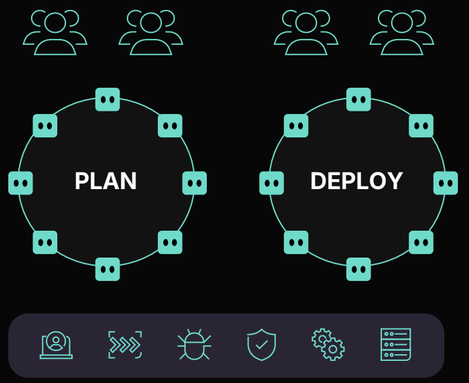
AI-assisted human execution



- Human-orchestrated
- Reduced handoffs
- Plan beyond cognitive limits

Autonomous

AI-orchestrated activities



- AI-orchestrated
- Zero/limited handoffs
- Human role: strategic plan

Trust has no single definition. Let's use the regulator's.

Presented by :
Luigi Branca

EU AI Act and GDPR give us five buckets, across three moments

1 Purpose and risk
What it is used for decides which rules apply at all.

INPUT

2 Data flows

Where the data travels, and where it comes to rest.

ACTION

3 Agent permissions

What the agent may do, alone and in combination.

OUTPUT

4 Reliability and oversight

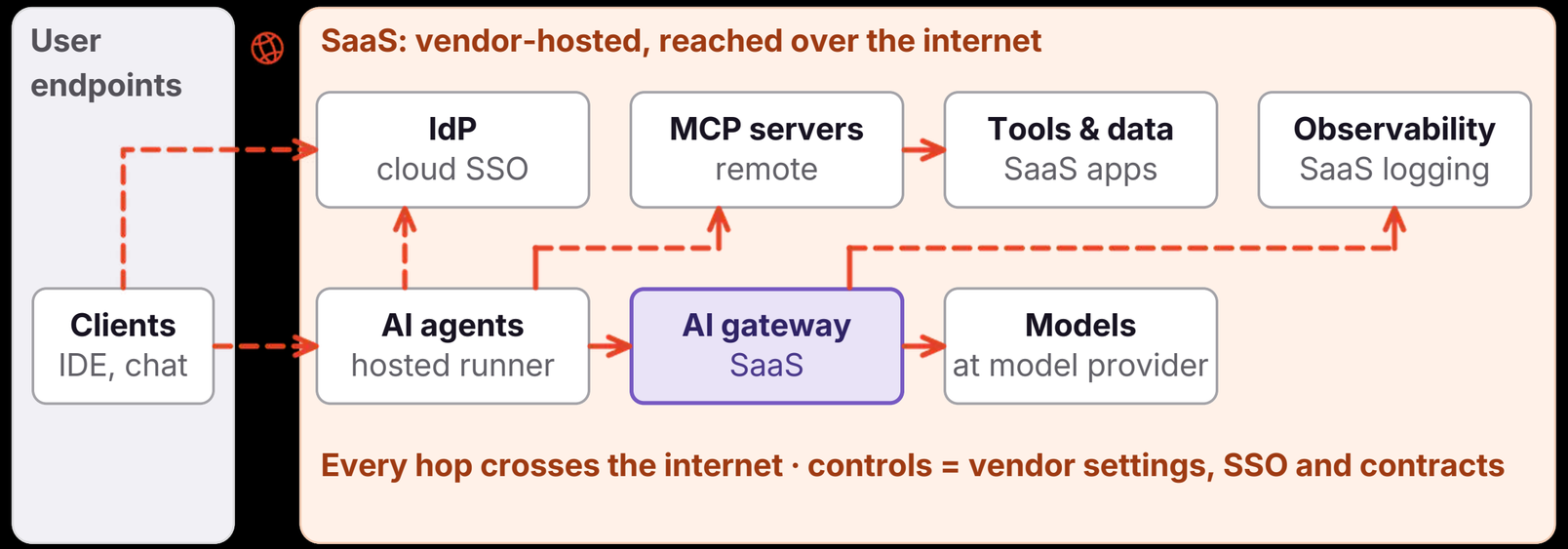
Whether the answer is right, and who can overrule it.

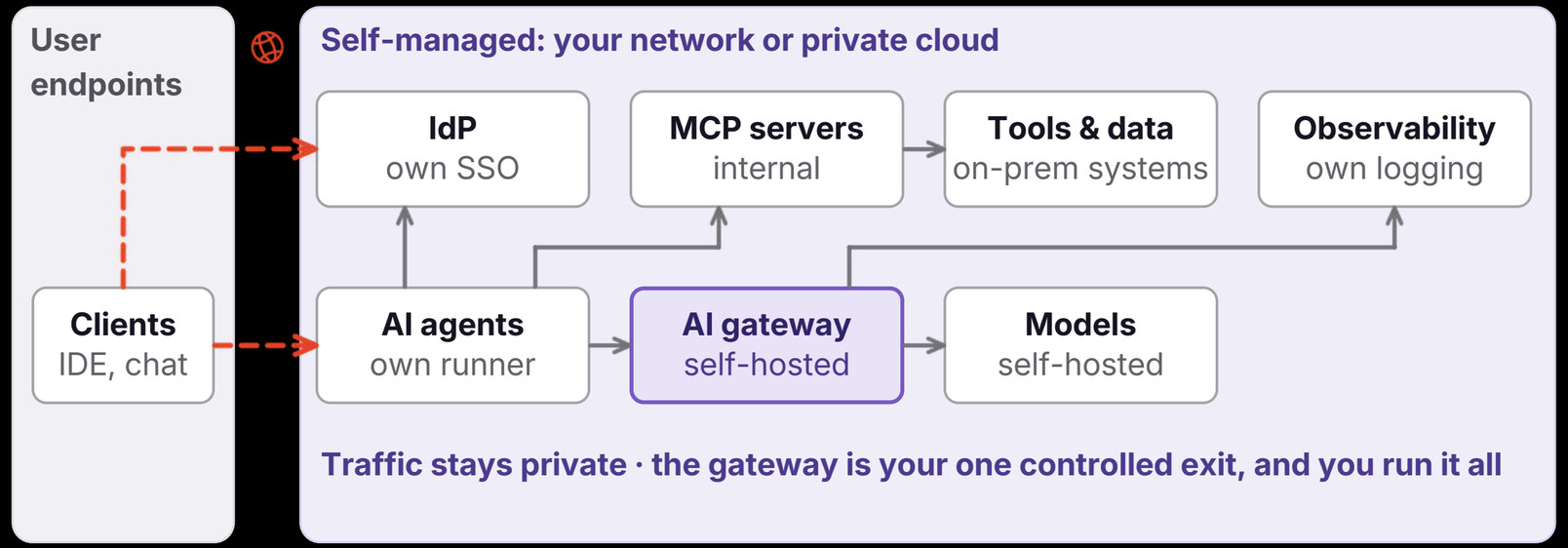
5 Traceability and evidence
Whether you can prove any of the above, months later.

Data flows, two extreme examples

Presented by :
Luigi Branca

Private network · May cross the public internet · Trust boundary





Glossary

Clients — where users start AI work: IDE, chat, CLI

AI agents — plan and act toward a goal

Runners — compute agents execute on

AI gateway — control point for auth, policy, logging, cost

MCP servers — expose tools and data to agents

Model providers — host and serve models via API

Models — LLMs that generate output

IdP — identity provider: SSO and tokens

Tools & data — APIs, repos, databases, docs agents act on

Observability — logs and traces of every call, for audit

The permissions sprawl

MCPs are great, right?

Presented by :
Luigi Branca

how many remote components can you connect to that require separate privilege configurations (i.e. access controls on the remote platform)?

Thought process

Nine of my connectors link to remote platforms that each run their own access controls:

What if, instead, the whole context is in a single knowledge graph?



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The new knowledge gap

What are the new human skills to trust AI

Presented by :
Luigi Branca

TABLE STAKES

CI/CD and trunk-based flow
Test strategy and automation
Cloud-native patterns
DevOps ways of working
Tooling onboarding

An enabling team that only teaches this list is now a legacy function.

THE NEW SYLLABUS

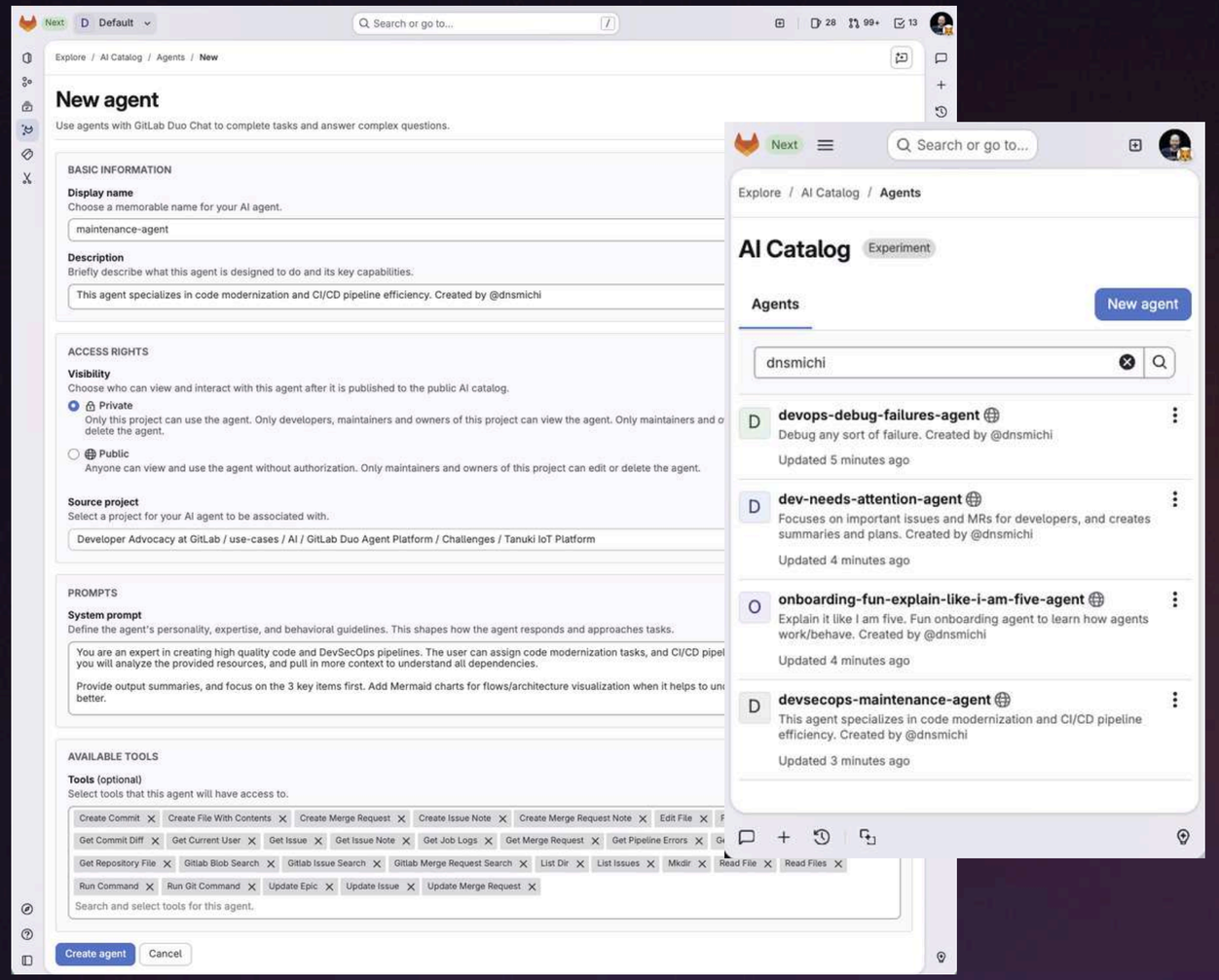
- **Context engineering**
- **Loop engineering**
- **Spec & intent engineering**
- **Eval engineering**
- **Supervision at scale**
- **Trust calibration**

A syllabus with named owners and outcomes — not talent you hope to hire.

AI Catalog, central hub for all agents and flows

Presented by :
Luigi Branca

- Teams get access to the agents they need within a governed environment
- Build and publish agents and flows



AI Platform Engineering, but this is a much longer discussion

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Presented by :
Elenora Bove

Team Work



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Presented by :
Eleonora Bove

IL TEAM WORK IN 5 MOSSE

NON ASCOLTATE IL PROBLEMA: RISOLVETELO.



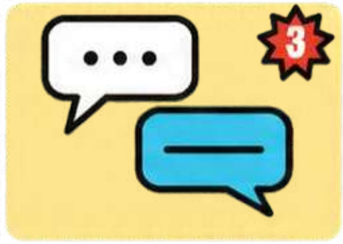
IL BRIEF

UNO SCENARIO REALE.
UN OBIETTIVO CHIARO.



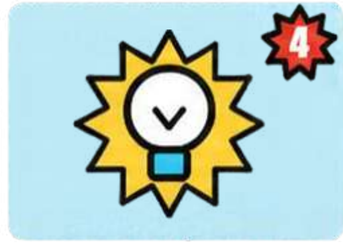
GLI ENIGMI

OSTACOLI VERI, DA RISOLVERE IN MANIERA COLLABORATIVA.



IL CONFRONTO

OGNI TAVOLO PRESENTA LA SUA SOLUZIONE.



BIG REVEAL

IL PARTNER SVELA COSA È SUCCESSO DAVVERO.



PREMIAZIONE

Presented by :
Eleonora Bove

TEMPI E REGOLE

10 MIN
IL BRIEF
SCENARIO E OBIETTIVO.

40 MIN
GLI ENIGMI
TRE ENIGMI DA RISOLVERE UNO ALLA VOLTA.

25-30 MIN
IL CONFRONTO
PRESENTAZIONI E BIG REVEAL.



IL MODERATORE
FACILITA E SCANDISCE IL TEMPO.

TUTTI PARLANO
NESSUNO MONOPOLIZZA.

3 PUNTI CHIAVE
PER OGNI ENIGMA, SUL CANVAS.

ZERO ERRORI
CONTA IL CONTESTO, NON LA RISPOSTA PERFETTA.

UN PORTAVOCE
SCELTO SUBITO: PARLA PER IL TAVOLO.

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Presented by :
Eleonora Bove

CXOSUMMIT 2026 - GAMIFICATION WORKSHOP

VIA AI LAVORI!

IL CASO È TUTTO DA RISOLVERE.



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Timer online

TeamViewer

THE BIG REVEAL

How one enterprise turned an invisible workplace into an autonomous one

The exact scenario you just solved, and how the real company did it.

TeamViewer ONE | CXOsummit 2026 | Borgo Scopeto, Siena

01 You've just lived it

You've just lived it.

The trap in the case is the trap our customers live in: a workplace you are paying to support but cannot independently see.

3,000

tickets a month
35% recurring

5

disconnected
monitoring tools

98%

SLA 'compliance'
reported by the provider

40%

of tickets reopen in 72h
for the same root cause

The illusion: the numbers look healthy while employee experience quietly degrades. Sound familiar?

02 Meet the company

Meet the company.

Same starting point as your canvas.

5,000+ employees, multiple locations

40 person internal IT team

Tier 2 outsourced to an external provider

~3,000 service-desk tickets a month

Reference customer

[Company to confirm with CIONET / Eleonora]

Anchor the reveal on a named logo, or an anonymised but real story with approved figures. Swap the bracketed fields on this slide and the results slide before the day.

03 Four moves, one platform

Four moves, one platform.

Each move answers one of the enigmas you worked, and maps to one pillar of TeamViewer ONE.

1

ENIGMA E1

See what SLAs hide

An independent view of real employee experience.

DEX · Experience Score

2

THE STRESS TEST

Close the gap instantly

Find and fix every non-compliant endpoint.

Autonomous Endpoint Management

3

ENIGMA E2

Automate inside a trust boundary

Audit trails, approvals and safe rollback.

Governed AI workflows · Tia

4

ENIGMA E3

Prove it to finance

Hard metrics the CFO cannot reject.

Evidence · true MTTR and cost per ticket

MOVE 1 · ENIGMA E1 · FRICTION AND READINESS

See what SLAs hide.

IN THE ROOM

- The provider reports 98% SLA compliance, but 40% of tickets reopen in 72 hours.
- Five disconnected tools, no independent data to verify the real issue.
- You had to build a credible view of experience beyond ticket reporting.

HOW THEY SOLVED IT

DEX · Experience Score

- Real-time visibility into device stability, responsiveness, performance and sentiment, straight from the endpoint.
- One independent signal that outranks the vendor's SLA report.
- First low-risk automation chosen: VPN and agent reset.

“Fix it before they feel it.”

The DEX principle in one line.

MOVE 2 · THE MINUTE-30 STRESS TEST · COMPLIANCE SHOCK

Close the compliance gap instantly.

IN THE ROOM

- Surprise audit: 28% of endpoints non-compliant on patching.
- Report goes to the Board in 10 days.
- IT does not know which devices are affected, or where they are.



HOW THEY SOLVED IT

Autonomous Endpoint Management

- Instant asset inventory: every endpoint discovered and located, no guesswork.
- Automated OS and application patching and self-healing at scale.
- The visibility and compliance gap closed from one console.

28%

non-compliant devices found and remediated, not counted by hand.

MOVE 3 · ENIGMA E2 · TRUST BOUNDARY AND GOVERNANCE

Automate inside a trust boundary.

IN THE ROOM

- The CISO blocked automation without certified audit trails.
- Demanded tamper-proof logs, approval workflows and safe rollback.
- You had to name the one condition that moves a fix to automatic.

HOW THEY SOLVED IT

Governed AI workflows · Tia

- Full audit trails, explicit approval thresholds and reliable rollback: the CISO's exact conditions.
- Tia turns the company's own resolved incidents into reviewable scripts before anything runs.
- Compliance logs flow straight into ServiceNow.

1M+

AI session summaries Tia has learned from since launch, across TeamViewer's base.

MOVE 4 · ENIGMA E3 · EVIDENCE AND METRICS

Prove it to finance.

IN THE ROOM

- The CFO rejects theoretical estimates. No ROI on a whiteboard.
- The company does not track true cost per ticket or real MTTR.
- You had to pick three metrics that win the business case in 90 days.

HOW THEY SOLVED IT

Evidence the CFO accepts

- True mean time to resolution, measured, not the closure timestamp.
- Cost per ticket, and root-cause elimination rate (reopens avoided).
- Collected from existing data in 60 days; business case approved in 90.

22% *monthly backlog cut by the recurring remediations they automated.*

08 It was one platform the whole time

It was one platform the whole time.

The four moves are not four products. They are one operating layer: TeamViewer ONE.



DETECT

DEX senses real experience



AUTOMATE

AEM acts on the endpoint



FIX

Governed, before they feel it



Connect · Manage · Secure · Optimize. One platform, one licence. DEX Management Leader, Gartner Magic Quadrant, three years running.

09 From reactive to autonomous

From reactive to autonomous.

Where the shift landed. Replace with [customer]'s approved figures.



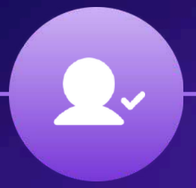
35% → target

recurring tickets addressed at root cause



10 days → hours

to full endpoint compliance visibility



Manual → auto

governed remediations, human-approved to automatic



90 days

from data to a CFO-approved business case

Illustrative direction of travel drawn from the case. Swap in the reference customer's real, approved numbers before presenting.

YOUR TURN

Looking at your own operational landscape, which high-volume, recurring issue is your biggest opportunity for immediate automation?



Find that one, and you have found your first move.

Thank you.

USU Empowered by understanding

WORKSHOP

The Big Reveal

USU | CXOsummit 2026 | Borgo Scopeto, Siena

Why USU

17+

Locations worldwide

650+

Passionate employees who love what they do

Software and service implementation worldwide

10.000+

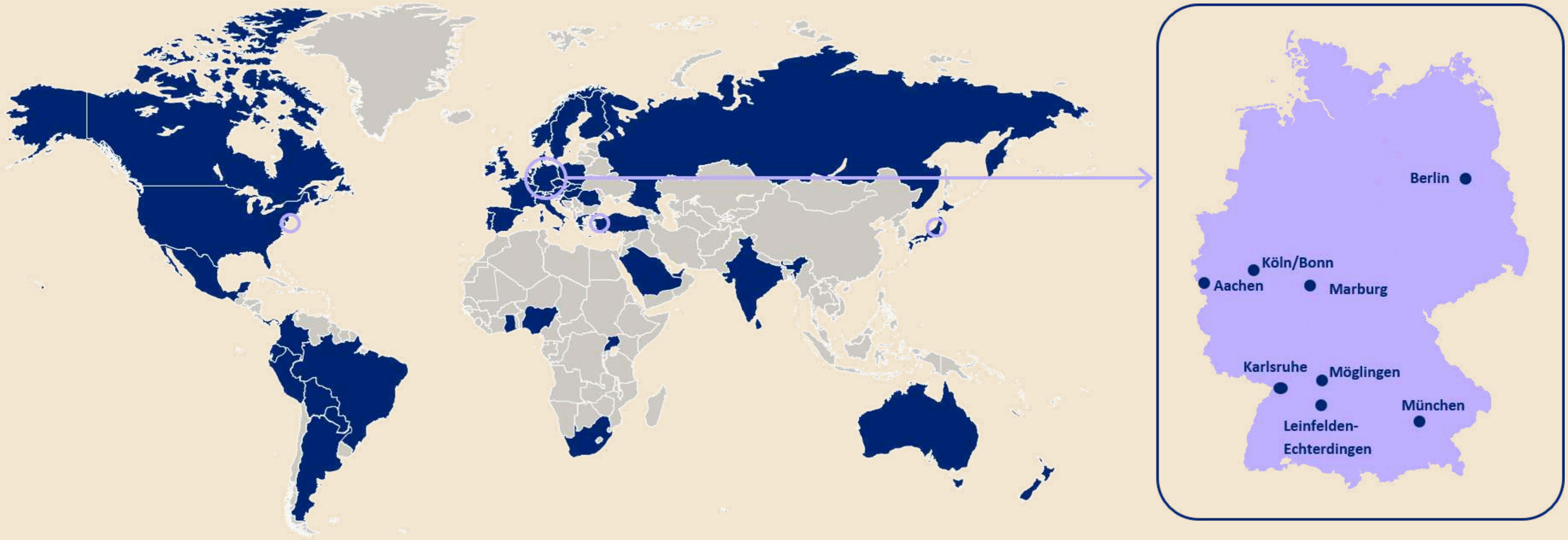
Years of experience in IT and customer service projects

40+

Countries with active business relationships

31+

USU Locations and Customers Worldwide

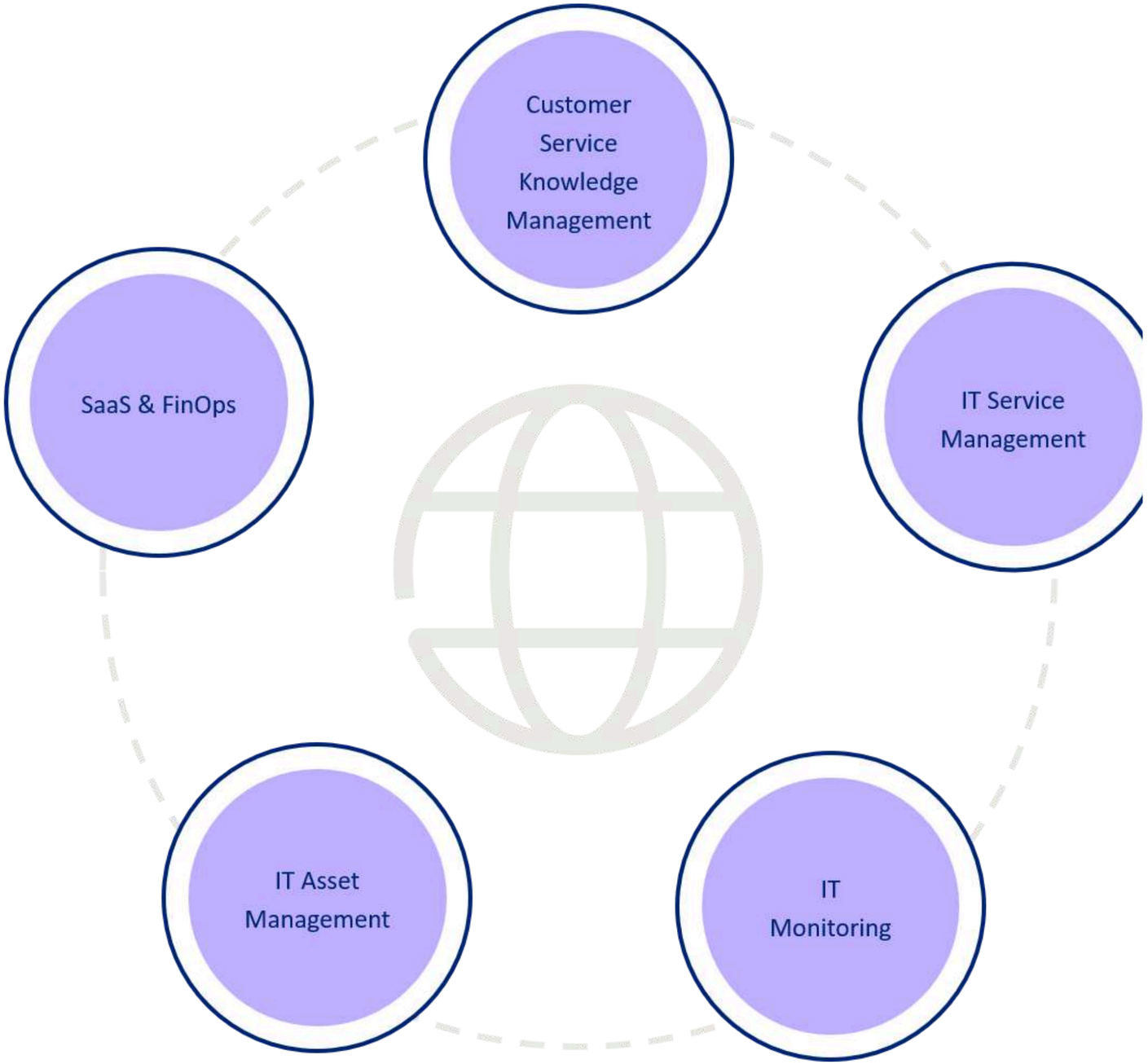


Locations
Customer

USA | France | Italy | Austria | Germany | Czechia | Turkey | Japan

Empowered by understanding

Why USU



IT-Management by USU

Customer Drivers

- Adoption of automation and AI
- Increased focus on customer experience
- Increased adoption of cloud-based solutions
- Greater emphasis on compliance & security
- Growing complexity of IT environment
- Cost pressure on service teams

Products

- Customer Service Knowledge Management
- IT Service Management
- SaaS & FinOps
- IT Asset Management
- IT Monitoring

Platform Essentials (selected Services)

- Localization Management
- AI Services
- Knowledge AI
- Theming configurator
- Advanced Dashboards
- Data Normalization Catalog

Data Orchestrator

Integrations

Cloud Data Sources

On-premise Data Sources

Partner Solutions

Over 500 out of the box data integrations + APIs to further process results

Selected Partner Solutions

The USU Service Management LineUp

ITSM Bundle

- Incident Management
- Problem Management
- Change Enablement
- Service Request Management
- Self-Service
- Service Catalog / Service Portfolio Management
- IT Asset Management
- Supplier Management
- Measurement & Reporting
- Knowledge Management
- Microsoft Teams Integration

ITFM Bundle

- IT Financial Management
- Costing & Charging
- Planning and Calculation
- Service Portfolio Management
- Measurement & Reporting

ISMS Bundle

- Information Security Management
- (Service) Risk Management
- Governance Mangement
- Compliance Management
- Register Management
- Service Portfolio Management

HAM Bundle

- Hardware Asset Discovery
- Hardware Asset Management
- Service Configuration Management
- Supplier & Contract Management
- Measurement & Reporting

ESM Bundle

- HR Service Management
- Facility Service Management
- Customer Relationship Management
- Finance & Procurement Services
- Corporate & Marketing Services

Base Platform

Historization
Roles and rights
Accessibility
Objects
Value sets/actions

Escalations/Notifications
Reporting
CTI
Views/Catalogs
AI Basic Services

Internal workflows
Transport management
Import and export
Rules/calculations
Relationships

USU Process designer & - engine (BPMN 2.0)

USU Interface management for third-party applications

Presentato da:
Francesco Sabatino

Dal caos alla piena governance IT

CXO CASE STUDY

Percorso di trasformazione

01 Il mandato del CIO

02 Framework USU integrato

03 Scoprire e governare l’invisibile

Il mandato: visibilità assoluta e riduzione dei costi

CONTESTO

Dopo una rapida crescita tramite acquisizioni, il nuovo CIO eredita un ecosistema frammentato: circa €3 miliardi di fatturato, ~3.000 dipendenti e migliaia di sistemi custom.

OBIETTIVO

Costruire CMDB e SMDB integrate partendo da zero dati reali, senza installare agenti, per attivare rapidamente azioni concrete su sicurezza, compliance e ottimizzazione dei costi.

Dal dato grezzo al controllo: il framework USU

01

Discovery agentless
Connessione remota a Windows, Unix, Linux e Kubernetes senza software locale. Script AI mirati individuano fingerprint anche negli ambienti più custom.

02

CMDB / SMDB centrale
Scansione, normalizzazione e catalogo software alimentano una Single Source of Truth condivisa con IT Service Management.

03

Sicurezza proattiva
Date End-of-Life e Threat DB vengono correlate all’infrastruttura reale per costruire un Recovery Plan sistema per sistema.

04

SAM, SaaS e FinOps
Metriche di licensing, utilizzo effettivo e consumi cloud trasformano compliance, rinnovi e cloud waste in leve immediate di risparmio.

Trasformare l’invisibilità in rischio operativo gestito

CYBER BLIND SPOT

Installazioni non standardizzate impedivano di identificare e correggere vulnerabilità: non si può proteggere ciò che non si vede.

MIDDLEWARE END-OF-LIFE

Software legacy nascosto operava fuori dagli accordi di supporto, senza una mappa affidabile di End-of-Service ed End-of-Support.

RISCHI FINANZIARI

Dati di consumo assenti rendevano impossibile controllare cloud e SaaS o negoziare i rinnovi software da una posizione di forza.

Presentato da:
Francesco Sabatino

Visibilità assoluta. Costi e sicurezza diventano governabili.

Highlights esemplificativi

Discovery agentless

- 3256 Server Linux
- 12900 dischi fisici
- 5023 partizioni
- 2770 dischi logici

Scansione SW Standard per IBM WebSphere AS

77 istanze identificate

Scansione non standard by script

772 istanze identificate



"

Some people want it to happen, some wish it would happen, others **make** it happen.

- Michael Jordan

WORKSHOP

The Big Reveal

F5 | CXOsummit 2026 | Borgo Scopeto, Siena

Soluzione dell’enigma

Il Ruolo di F5

La sfida

Progetto AIR · assistente AI agentico su 2 milioni di clienti digitali · 14 mesi alla scadenza del contratto di outsourcing



ENIGMA 1 · SICUREZZA API

L'agente agisce, le API restano scoperte

Prompt injection e jailbreak passano sotto i WAF.



ENIGMA 2 · RESPONSABILITÀ AI

Ciò che l'AI dichiara impegna la banca

Il system prompt non basta: la Legale sospende il go-live.



ENIGMA 3 · METRICHE

Evidenze certe al CFO in 60 giorni

Niente metriche di vanità: servono gli inoltri al 2° livello.

IMPREVISTO | DORA: due infrastrutture indipendenti, failover in 5 minuti, controlli AI non in SaaS.

©2026 F5

Come ha aiutato F5

Un unico layer di sicurezza applicativa — nativo e in-infrastructure — identico su due infrastrutture indipendenti.



PROTEZIONE DELLE API AGENTICHE

Prima si scoprono, poi si ispezionano

- Discovery
- Ispezione del contesto
- Mitigazione sul pubblico



GUARDRAIL AI E RED TEAMING

Il controllo è esterno al modello

- Validazione di ogni messaggio
- Red teaming periodico
- Nessun dato fuori perimetro



RESILIENZA MULTICLOUD

Stesse policy, commutazione in 5 minuti

- Traffico centralizzato
- Policy indipendenti dal cloud
- Failover provato in 5 minuti



RISULTATO

Nessuna risposta fuori perimetro | Nessuna azione API oltre quelle previste | Riduzione strutturale degli inoltri al 2° livello

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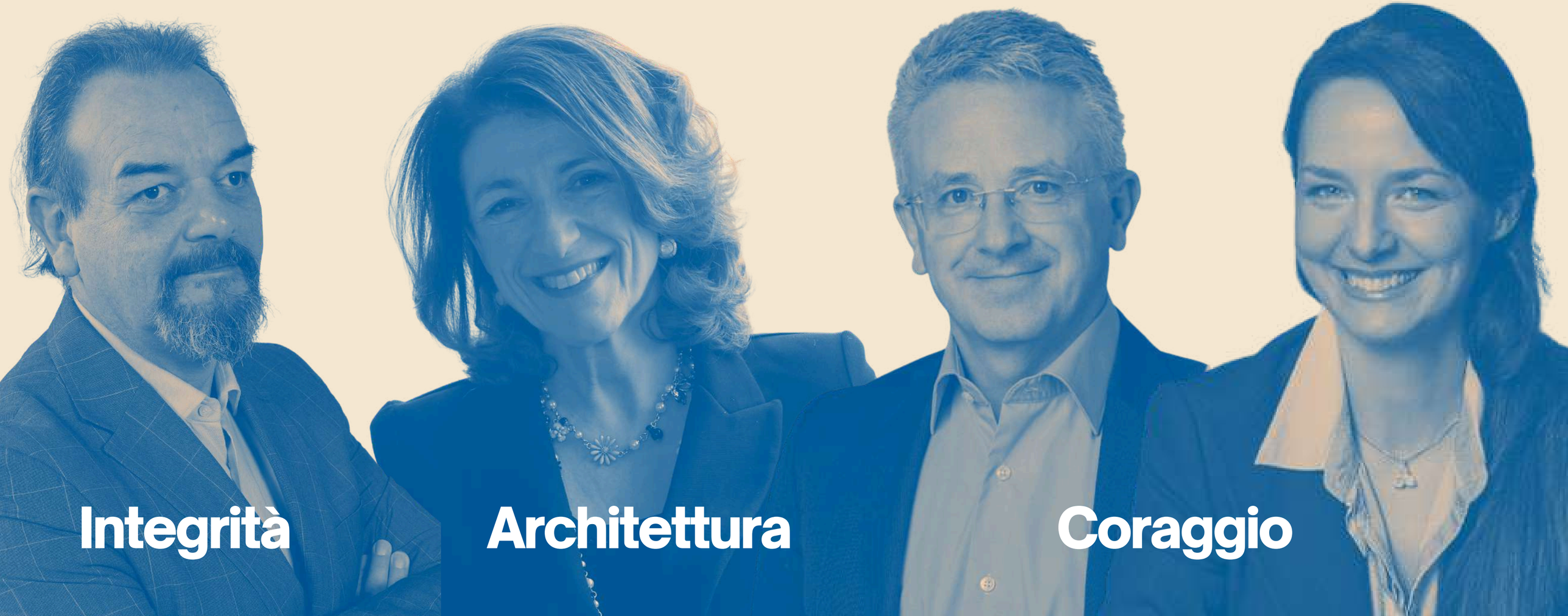
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Community Program 2027
Survey

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Presented by :
Francesco Tondi

Luca Mairani

Manager Technical Sales, Proofpoint



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Francesco Tondi

Francesca Puggioni

CEO Switzerland, South and East Europe, Orange Business



Autonomous

“Trust” - the CIO’s new infrastructure



Francesca Puggioni
CEO Orange Business
Switzerland, South & East Europe

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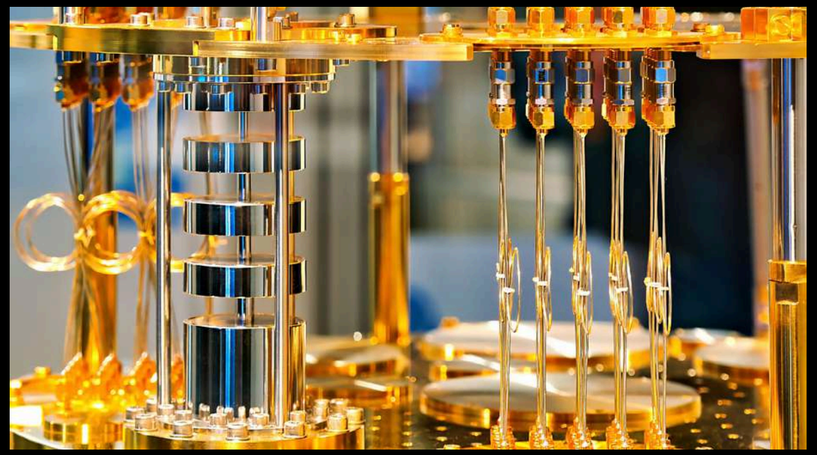
Technology has never been more powerful or more fragile



Geopolitical risk is redefining where data can live.

Claude Mythos

AI is accelerating every attack surface.



Quantum computing will break the encryption protecting our clients today.

Technology has never been more powerful or more fragile

Geopolitical risk



+83%

European sovereign cloud spending [1]

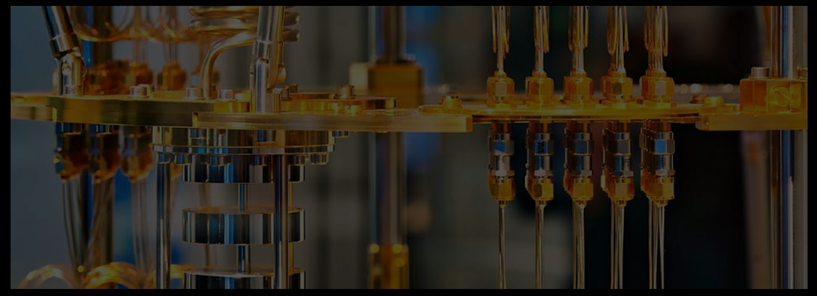
AI



78%

of organisations report AI-enabled attacks [2]

Quantum computing



2029

Q-Day [3]

[1] EU 2026 [2] 2026 SANS Survey [3] Gartner forecast

Macro threats = Macro Opportunities!

Geopolitical risk



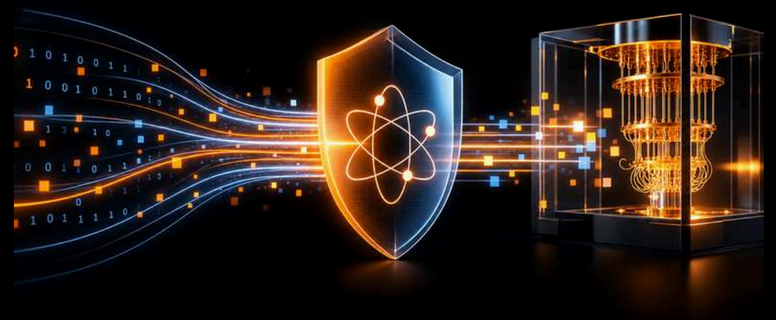
Italy turns sovereignty pressure into cloud modernization: targets to move **75% of public administrations to trusted and resilient cloud with strong data control**

AI



Turning Mythos into Glasswing: **10,000+ critical/high vulnerabilities found, some teams improving discovery rates by 10×+**

Quantum computing



Orange Business started to deploy **quantum-safe network** in France, while Cloudflare already protects 2/3+ of human-generated TLS traffic with **post-quantum cryptography**, targeting 100% by 2029

Macro threats = Macro Opportunities!

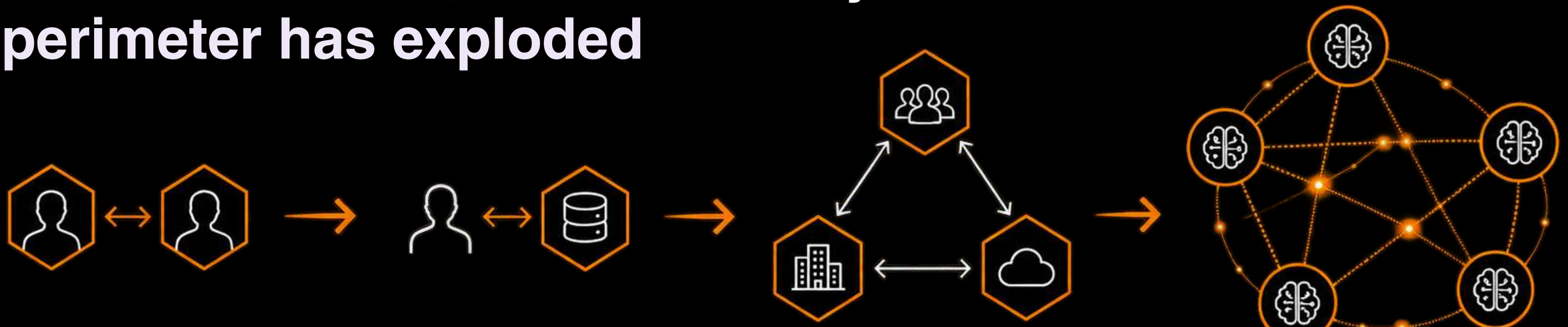
“For CIOs, adversity is no longer a risk to mitigate,

it is a chance to reshape their resilient and trusted technology landscape to support new autonomous business processes.”

Orange Restricted

Taking a step back

The Governance, Accountability & Trust perimeter has exploded



1

Human ↔ Human

Pre digital era
Until the 1990s
”

2

Human ↔ System

Internet & client-server era
~1995–2010

3

People ↔ Organization ↔ Platforms

Cloud & API economy
Until now

4

AI agents ↔ Other AI agents

Agentic era
From now on

Increasing complexity and autonomy of IT

Trust perimeter expanding faster than security perimeter

Orange Restricted

The Autonomy paradox:

We are giving technology **more autonomy**



accelerating

control gap

faster than we build mechanisms to remain in control

still catching up

Autonomous
Systems

Technology is becoming a commodity.



Trust is becoming strategic.

Gained by combining open ecosystems, global technology and control without losing resilience, accountability or freedom of choice.

CROWDSTRIKE

19 July 2024

5.4 billion.

Zero attackers.

Protected
with the wrong architecture
= not resilient

CrowdStrike — Fortune 500 direct losses (Parametrix)

UniSuper

May 2024

100%

recovered

because the trust
was engineered

UniSuper — full provider-deletion recovery via external backups

CROWDSTRIKE

19 July 2024

$5.4B losses

$380M revenue hit

10 – 20% only insured

UniSuper

May 2024

Up to 4x market value

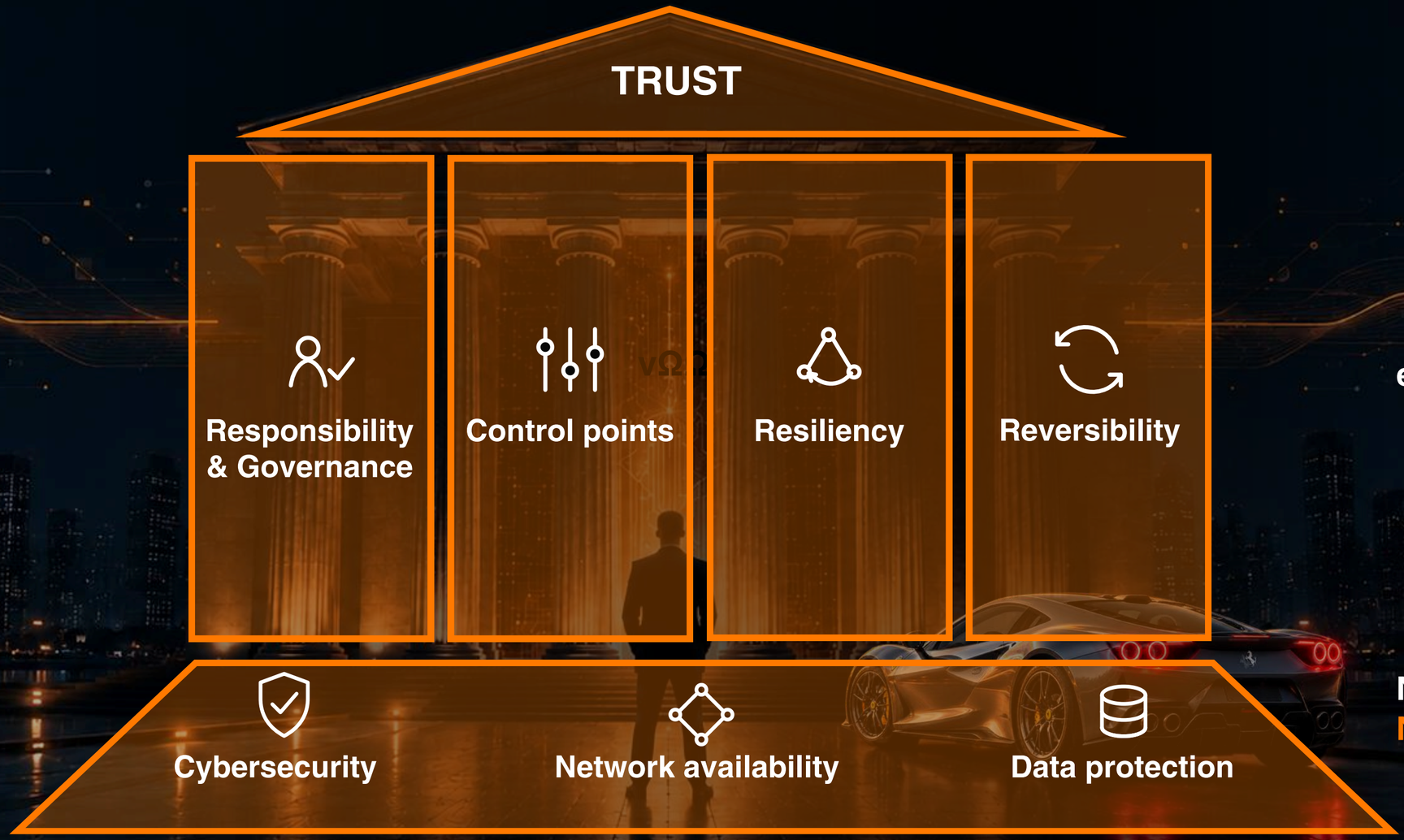
88% more likely to buy again

16% higher revenue growth

The guardian's job is not only to prevent the downside…

…It is to unlock the upside.

Autonomous enterprises need more than protection, they need an architecture of trust.



Key pillars

enterprise

Foundations

Necessary.
Not enough.

Before you **trust** any autonomous system

Responsibility & Governance

WHO OWNS IT?

“Who is accountable, and under whose rules is it operating?”

Control points

CAN WE CONTROL IT?

“Can we see, understand and stop what it is doing?”

Resiliency

CAN WE SURVIVE IT?

“Can we continue operating and recover when it fails?”

Reversibility

CAN WE LEAVE IT?

“Can we change direction, replace it or exit without losing control?”



One unanswered question = trust declared, not engineered.

Possibilities start with Tech you Trust

orange™ Business

Trust the future

Key pillars

Governance
Turning complexity into accountable operations

Control points
across people, tech, partners

Resiliency
Chained **C**yber, **C**onnectivity and **C**loud designed for continuity

Reversible Architectures
with platformization

enterprise

Foundations

Cybersecurity

Resilient Connectivity

Trusted & Sovereign Cloud

Protected & governed data

Necessary.
Not enough.

The CIO as an orchestrator of enterprise confidence




does not need higher walls
It needs pilots who can move
at speed without losing control.
orange
Business

“The Future Runs Under the Surface”

Trusted digital foundations
powering resilient, secure, open and future-ready ecosystems.



orange™ Business

CIONET

Presented by :
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Benedetto Conversano

Executive Advisor -
Former Group CIO



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Barbara Poli

CIO, GNV
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XAVIER



GIOVANNI



KINNIE



LOUISE



DAVIDE



HANNAH

Thank you

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