Gartner IT Operations Strategies & Solutions Summit 2017

May 8 – 10 / Orlando, FL
gartner.com/us/iom

Content aligned to your top challenges

- Evaluate emerging trends to stay ahead and increase IT operations’ business value
- Learn how to succeed with DevOps
- Discover the best ways to standardize, automate and leverage cloud services
- Find innovative ways to optimize IT operations costs
- Leverage algorithmic IT operations (AIOps) platforms

Early-bird discount
Save $325 by March 10
Beyond Business as Usual: Increase Relevance, Engage Change

In an era of rapidly evolving change and complex demands from the business, IT operations leaders must re-evaluate their strengths and redefine IT operations. How can IT operations meet expectations when business users can get their technology needs met elsewhere? And, how can IT operations quickly and successfully move forward?

Join us at Gartner IT Operations Strategies & Solutions Summit 2017, May 8 – 10, in Orlando, FL, for a deep-dive exploration of the answers you need from a trusted source. Examine how to maximize the relevance of IT operations with an outside-in approach to leadership and strategy. Get ready to move beyond outdated beliefs and practices. Set yourself on a dynamic course to create new capabilities and culture across people, processes and technology.

Who should attend?
Professionals responsible for:

- IT operations
- Infrastructure and operations (I&O) automation
- DevOps
- Bimodal IT
- Cloud computing
- Cost optimization
- IT operations leadership
- Digital workplace
- Enterprise mobility
A new approach to moving forward — faster. Discover it at our 2017 event.

This premier event for IT operations leaders focuses on the critical issue facing IT operations today: how to increase relevancy and deliver business value amid persistent change. What’s in store? Five tracks, more than 50 sessions, and Gartner analysts ready to share prescriptive advice and strategic know-how. Interact with them in one-on-one meetings, hands-on preconference workshops, analyst-user roundtables with peers, Gartner Magic Quadrant sessions, question-driven Town Hall sessions, keynotes and more. Our unbiased, forward-looking content is based on feedback from attendee and industry surveys, end-user focus groups, frontline discussions with Gartner clients and our proprietary research.

What’s new for 2017?

- Guest keynote speakers, including former White House CIO Theresa Payton
- Full track dedicated to DevOps and agile in IT operations
- Spotlight tracks with associated sessions on security, digital workplace, bimodal IT and cost optimization
- Three Gartner Magic Quadrant sessions detailing the leading solution providers for application release automation (new!), application performance monitoring (APM) and ITSSM tools
- Four Gartner-invited end-user case studies presenting their I&O best practices
- Brand-new Town Hall session, All Things Cloud, with an open forum for audience questions with our analysts

“The event has been exciting, enriching and reflective of the current trends.”

Hariharan Vasudevan
Senior IT Officer,
The World Bank
2016 attendee

Visit gartner.com/us/iom or call 1 866 405 2511 for updates and to register!
Keynotes

Guest keynotes

IT Operations 2020: Breaking All the Rules — How Should You React?
Every organization is pressuring their IT operations to be agile, innovative and secure. These mandates are often unfunded or underfunded, and in the quest to be better, faster, cost-effective and first to market, the IT operations team is often balancing conflicting priorities. Yes, it’s hard, but it’s not impossible. Drawing on her experience as CIO of the White House, Theresa Payton provides practical steps that you can implement now to be more agile, innovative and secure, while keeping your boss and your customers happy.

Theresa Payton
Author, Cybersecurity Expert and Former White House CIO

Take Your IT Operations Leadership to the Next Level With Emotional Intelligence
Many of the changing paradigms facing IT operations leaders challenge traditional thinking of management and leadership. While it takes cognitive intelligence to be a good team member and leader, superior performance depends on our emotional intelligence. In this keynote, Dr. Mitchel Adler shares meaningful insights to help you identify, understand and better manage your own emotions and those of others — whether it’s developing deeper self-awareness of our values and beliefs, or understanding others’ emotional experiences to improve communication and relationships.

Dr. Mitchel Adler
Licensed Clinical Psychologist, Certified Group Psychotherapist and Creator of MindBody Intelligence™

Funny Business
As the world’s first self-proclaimed “cybersatirist,” Robert Hirschfeld has lampooned business and technology at hundreds of conferences for major companies and associations for more than a decade. His impact as a satirist was featured in Newsweek, The Wall Street Journal and USA Today. His keynote features a humorous perspective on IT topics covered at the conference.

Robert Hirschfeld
Cybersatirist

Gartner keynote

Digital Business Platforms: The I&O Perspective
It’s time to make I&O digital-business-platform-ready. Many I&O leaders are at the stage at which they need to understand how I&O must help deliver and support digital business platforms. Learn how “platform thinking” — ecosystems, data-driven trust, resource orchestration and bimodal IT — will transform I&O. Discover the capabilities that I&O leaders will need to build.

Milind Govekar
Vice President

Hank Marquis
Director
Meet the analysts

Diane Berry
Vice President

Thomas J. Bittman
Vice President and Distinguished Analyst

David J. Cappuccio
Vice President and Distinguished Analyst

Arun Chandrasekaran
Vice President

Ted Corbett
Director

Rich Doheny
Service Analyst

Colin Fletcher
Director

Sanjit Ganguli
Director

Kenneth Gonzalez
Director

Milind Govekar
Vice President

Cameron Haight
Vice President

Ian Head
Director

Ed Holub
Vice President

Katherine Lord
Director and Conference Chair

Neil MacDonald
Vice President and Distinguished Analyst

Hank Marquis
Director

Chris Silva
Director

Dennis Smith
Director

George Spafford
Director

Gary Spivak
Director

David Paul Williams
Vice President

Roger Williams
Director

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Plan your experience

Agenda tracks

A. Emerging Trends in IT Operations
With an eye toward critical planning, this track examines emerging trends such as algorithmic IT operations (AIOps), the Internet of Things (IoT) and monitoring dynamic environments.

B. Leadership and Strategy
Explore an “outside the box” approach to leadership and strategy that allows for better talent management.

C. DevOps and Agile in IT Operations
Learn how to increase agility while exploring DevOps and how it can drive fundamental change within your organization.

D. Optimize IT Operations
Examine key aspects of managing the infrastructure and operational processes necessary for taking IT capabilities to the next level.

E. Cloud and Virtualization
Address the trends, technologies and best practices associated with enterprises that execute their digital business strategies by leveraging cloud computing.

Customize your agenda

Spotlight tracks
This year’s summit features four Spotlight tracks. These tracks include sessions from across the agenda that center around one of these hot topics:

- Security in IT Operations
- Digital Workplace
- Bimodal IT
- Cost Optimization

Gartner Events Navigator
Gartner Events Navigator helps you organize, view and custom-create your agenda based on:

- Date and time
- Track
- Analysts/speakers
- Session descriptions
- Key initiatives
- Job roles
“The summit addressed the key initiatives in next-gen IT and provided strategic and detailed data and information on where to go next and how to get there.”

Ido Kretchmer, Strategy Consultant, Amdocs
2016 attendee

Interact with analysts

- Analyst one-on-one meetings*  
  Complimentary consulting with two Gartner analysts of your choice

- Analyst-user roundtable discussions*  
  Moderated by Gartner analysts for exchanging ideas and best practices with your peers

- Workshops*  
  Small-scale and interactive; drill down on specific topics with a how-to focus

- Town Hall  
  Open-mic format to ask questions of Gartner analysts

Network with peers

- End-user case studies  
  Learn about recent implementations firsthand, with an opportunity for Q&A with the IT and business executives leading the initiative.

- Solution Showcase receptions and special events  
  Receive exclusive access to some of the world’s leading technology and service providers.

*Space is limited and preregistration is required.
## Agenda at a Glance

### Sunday, May 7
- **2:30 p.m.** Registration
- **3:15 p.m.** W1. Workshop: Getting Started With DevOps  
  Katherine Lord
- **5:00 p.m.** W3. Workshop: Leveraging Gartner's I&O Maturity Model to Drive Improvements  
  Ian Head, Hank Marquis
- **10:00 a.m.** K2b. Welcome Address
- **7:00 a.m.** Registration and Breakfast
- **8:00 a.m.** K1. Guest Keynote  
  IT Operations 2020: Breaking All the Rules — How Should You React?  
  Theresa Payton, Author, Cybersecurity Expert and Former U.S. Secret Service Agent
- **9:15 a.m.** K2a. Guest Keynote  
  Digital Business Platforms: The I&O Perspective  
  Milind Govkar, Vice President, Gartner Research; Hank Marquis, Director, Gartner Research

### TRACKS

**A. Emerging Trends in IT Operations**
- **11:00 a.m.** A1. The Cloud Computing Scenario: Cloud — The Last 10 and the Next 10 Years  
  Milind Govkar

**B. Leadership and Strategy**
- **11:45 a.m.** A2. The Mobile Scenario: Beyond Mainstream — The New Frontiers of Mobile  
  Chris Silva

**C. DevOps and Security**
- **12:15 p.m.** MQ1. Magic Quadrant: Application Release Automation  
  Driz Fletcher (12:15 – 12:35 p.m.)

### Monday, May 8
- **10:00 a.m.** K3. Gartner Keynote  
  TBA
- **9:15 a.m.** K4. Gartner Keynote  
  TBA

### Tuesday, May 9
- **10:15 a.m.** A3. When Will I Be Replaced As Your IT Service Desk?  
  Kenneth González

### Wednesday, May 10
- **10:45 a.m.** K5. Guest Keynote  
  Take Your IT Operations Leadership to the Next Level With Emotional Intelligence  
  Dr. Mitchel Adler, Licensed Clinical Psychologist

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Roundtables

Monday, May 8
11:00 a.m.

R1. Why the Changing Ownership of Your IT Operations Management Vendor Matters  Gary Spivak  CO
R2. The Impact of IoT on Infrastructure Operations  Sanjit Ganguli  DW
R3. Private Cloud Versus Public Cloud: Pros and Cons  Dennis Smith

4:15 p.m.

R4. Building a DevOps Culture: Overcoming the Hurdles — Part 1  Katherine Lord, Hank Marquis  B
R5. Managing Configuration in Your Cloud and DevOps Worlds  Ronni J. Colville
R6. What Do IT Executives Love or Hate About Their Job?  Diane Berry

Tuesday, May 9
10:15 a.m.

R7. How to Determine Whether Microsoft Enterprise Mobility Suite Is Right for Your Organization  Chris Silva
R8. Roundtable: Help, I Hate My WAN  Ted Corbett
R9. BYOD: Where Are We Now?  Rich Doheny  DW

11:15 a.m.

R10. When to Choose Public Cloud IaaS, and When to Not  Thomas J. Bittman
R11. DevOps  George Spafford  B
R12. Cloud Strategies for Data Center  David J. Cappuccio

5:15 p.m.

R14. What I&O Leaders Need to Know About Containers  Dennis Smith
R15. It’s Not the Network: How to Change Blame-Network-First Culture  Sanjit Ganguli

Wednesday, May 10
10:15 a.m.

R16. Negotiate Your Service Desk Deal With Confidence  Kenneth Gonzalez  CO
R17. Building a DevOps Culture: Overcoming the Hurdles — Part 2  Katherine Lord, Hank Marquis
BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage. BMC – Bring IT to Life

Cisco designs and sells broad lines of products, provides services, and delivers integrated solutions to develop and connect networks around the world. As a global market leader in our industry, we help our customers connect, digitize, and thrive. Together, we change the way the world works, lives, plays, and learns.

Curvature transforms how companies procure, maintain, and upgrade equipment. A strategic partner for more than 10,000 organizations globally, Curvature specializes in delivering 24x7 global technical support, advanced hardware replacement, and complete lifecycle management of networking and data center equipment from corporate locations in the Americas, Europe and Asia.

IBM provides DevOps solutions for collaborative development, continuous testing, and continuous release & deployment. Everything needed to run standups, plan sprints and track work. Accelerate functional, performance and integration testing with service virtualization capabilities. Enable greater speed and frequency for the delivery of complex mobile, cloud, web-based and traditional applications.

OpsDataStore is the real-time platform for Data-Driven IT Operations. We consume and relate data from multiple sources like VMware vSphere, AppDynamics, Dynatrace, Extrahop, Intel and immediately make that data useful to decision makers using market leading BI and visualization tools like Tableau, Qlik, Birst, R and SAS.

PagerDuty is an agile incident management solution that integrates with IT Ops and DevOps monitoring stacks to improve operational reliability and agility. With 175+ integrations, automated scheduling, advanced reporting and guaranteed reliability, PagerDuty is trusted by 7000+ organizations globally to increase business and employee efficiency. Try PagerDuty for free at www.pagerduty.com.

Red Hat is the world’s leading provider of open source software solutions, collaborating with customers, partners, and communities to create innovative cloud, Linux, middleware, mobile, management, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services that help organizations better prepare for the future of IT.

ServiceNow is changing the way people work. By combining IT operations management and IT service management on a single cloud platform, we help eliminate service outages and manage cloud sprawl, making the modern enterprise faster and more scalable than ever before.

Veeam® has pioneered a new market of Availability for the Always-On Enterprise™ by helping enterprises meet recovery time and point objectives (RTPO™) of less than 15 minutes for all applications and data. Veeam Availability Suite™ leverages virtualization, storage, and cloud technologies that enable the modern data center. Visit https://www.veeam.com.

VMware, a global leader in cloud infrastructure and business mobility, accelerates our customers’ digital transformation journey. VMware enables enterprises to master a software-defined approach to business and IT with its Cross-Cloud Architecture™ and digital workspace solutions.

xMatters is an intelligent communications platform that connects insights from any system to the people who need them to accelerate essential business processes. The platform automates, operationalizes and contextualizes communications within key DevOps processes, fundamentally altering the way business units work together.
Registration and pricing

What's included
In addition to five tracks of the latest analyst research, your conference registration fee includes complimentary access to these special features:

- Two analyst one-on-ones
- Interactive workshops
- Analyst-user roundtables with peers
- Solution Showcase with technology and service providers
- Breakfasts, lunches and receptions with peers

Online preregistration is required for one-on-ones, workshops and analyst-user roundtables. Reserve your place early, as space is limited.

Who delivers more? You decide.
At Gartner, our mission is to provide deeper, richer and more relevant content than what you’ll find at any other I&O event. Our dedicated on-site team of I&O analysts is the largest, most experienced in the world.

<table>
<thead>
<tr>
<th>Gartner</th>
<th>Competitor’s events</th>
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<tbody>
<tr>
<td>100% independent, unbiased research and analysis</td>
<td>No</td>
</tr>
<tr>
<td>40-plus Gartner-analyst-led presentations</td>
<td>No</td>
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<tr>
<td>One-on-one meetings with 20-plus analysts</td>
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<tr>
<td>18 analyst-user roundtables</td>
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<tr>
<td>Networking with 20-plus solution providers</td>
<td>No</td>
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Group Rate Discount
Maximize learning by participating together in relevant sessions or splitting up to cover more ground, sharing your session take-aways later.

Complimentary registrations
- 1 for every 3 paid registrations
- 2 for every 5 paid registrations
- 3 for every 7 paid registrations

For more information, email us.registration@gartner.com or contact your Gartner account manager.

Early-bird discount
Save $325 before March 10
Early-bird price: $2,600
Standard price: $2,925

3 ways to register
Web: gartner.com/us/iom
Email: us.registration@gartner.com
Phone: 1 866 405 2511

Gartner hotel room rate
$229 per night plus tax at Hilton Orlando
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If you are a client with questions about tickets, please contact your sales representative or call +1 203 316 1200.

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3 ways to register

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Early-bird discount expires March 10.

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I&O around the globe

Gartner IT Infrastructure & Operations Management Summit 2017
June 12 – 13 | Berlin, Germany

Gartner IT Infrastructure, Operations & Data Center Summit 2017
June 27 – 28 | Mexico City, Mexico

Gartner Data Center, Infrastructure & Operations Management Conference 2017
December 4 – 7 | Las Vegas, NV

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Please use this code when registering

Priority code

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