Gartner
IT Infrastructure, Operations & Data Center
Summit 2015

11 – 12 May | Mumbai, India | gartner.com/in/datacenter

Leading I&O: Delivering New Levels of Innovation and Productivity

TOPICS BEING ADDRESSED

• Aligning costs related to business value
• Developing cloud and mobile strategies
• Data center modernization and consolidation
• I&O security, risk, and continuity
• Improving the quality of IT services
Leading I&O: Delivering New Levels of Innovation and Productivity

“Infrastructure and Data Center” emerged again among the Top 5 priorities in the 2015 CIO survey in India. Business and IT leaders expect data centers to support the growing demands of digital business. As the current state of I&O change grows stronger, IT leaders must act quickly to take charge and lead data center transformation — or risk being left behind. Gartner India Infrastructure Operation and Data Center Summit 2015, will help I&O decision-makers successfully balance the need to reliably deliver IT services and simultaneously drive innovation. With a renewed focus on people, processes, technology and culture, attendees will learn how to select and prioritize I&O initiatives, manage ongoing volatility, and elevate their own strategic leadership in the digital enterprise of the future.

Naveen Mishra
Research Director, Gartner

Karthik Cariappa
Director, Program Management, Gartner Events

Indian IT infrastructure is poised to be the US$2.35 billion market by 2017.
What’s new for 2015

- **Digital Business** — how to implement I&O and cloud automation to deliver bi-modal capabilities
- **Cost Optimization** — actions for analyzing I&O cost opportunities, contract negotiation and optimization of network design and sourcing
- **Culture and people** — making people and process investments for service improvement
- **Leadership** — how does an I&O leader build an I&O vision, strategy and governance framework
- **I&O Security** — How to protect corporate data and managing BYOD and mobility securely, within the bigger context of the digital enterprise

Key benefits of attending

The Summit will help attendees learn:

- How to implement I&O automation to deliver bi-modal capabilities?
- How should IT operations transform their people and processes to improve business agility and effectiveness?
- How should I&O leaders evaluate emerging technologies and assess whether they will benefit the organization?
- How will cloud computing, big data and mobility influence I&O business models and investment priorities?
- Manage storage growth: Rethink how information is stored, accessed and consumed
- Optimize data delivery quality without increasing costs
- How does an I&O leader build an I&O vision, strategy and governance framework?
- How are emerging philosophies such as DevOps changing the IT operations management environment?
- Which vendors will play leading roles in the evolution of IT infrastructure?
- Attract, develop and retain I&O talent at every level
- Prepare for the impacts of “mobile first” and web-scale IT
- Better evaluate the hype of “software defined” solutions

Who should attend?

Senior business and IT professionals including:

- Application Management
- Business Continuity and Disaster Recovery
- Capacity Planning
- Communications/Networking
- Data Center Management
- Enterprise and IT Architecture
- Facilities Management
- IT Infrastructure
- IT Operations
- Mobility Management
- Quality Management
- Service Management
- Storage Management

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Keynotes

Gartner keynotes

Gartner Opening Keynote: Non Stop IT Delivering the Integrated Data Center
Emerging trends in the use of data centers, integrating cloud like services, and the increased need to deliver IT services continuously, worldwide, at minimal risk is driving a new model of data center strategies. These can include the use of on-premise, hosting, collocation, cloud services and hyper-connected facilities to deliver non-stop IT for the business.

Gartner Closing Keynote: Bi-Modal IT and it’s Impact on I&O
The advent of mobile and cloud computing have many I&O executives being challenged as to why they cannot run their operations like Apple, Amazon or Google, why they are slow to respond to the needs of the business and why can’t they just move everything they do to the public cloud. Yet at the same time they are entrusted with the mission-critical workloads that are the lifeblood of their organizations. This presentation will show attendees how to find the right balance supporting the legacy environment yet also being fully agile to support the business on new initiatives.

“Overall, a very useful and productive event. Analysts were spot on, and the format was also very good. Would look forward to implementing some of the intentions from this.”
I&O Manager, Bajaj Auto Ltd

Advisory board members

Kadhiresan Kanniappan
Director,
FMR India

Viresh Shah
IT Country Head,
Dana Holding Corporation

Manoj Pradhan
Assistant General Manager – IT,
Pernod Ricard India

Rajesh Saboo
Head – IT Services,
Future Group

Devdatta Roy
Senior Vice President,
IT Infrastructure & Networking,
Tata
Meet the analysts

Engage with our team of Gartner analysts through track presentations, complimentary one-on-one meetings, analyst-facilitated workshops, roundtables and more.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tapati Bandopadhyay</td>
<td>Principal Research Analyst</td>
<td>ITIL and process improvement, Infrastructure and operations leaders, Data center modernization and consolidation</td>
</tr>
<tr>
<td>Andy Butler</td>
<td>VP Distinguished Analyst</td>
<td>Data center modernization and consolidation, Virtualization, Infrastructure and operations leaders</td>
</tr>
<tr>
<td>John Girard</td>
<td>VP Distinguished Analyst</td>
<td>Mobile enterprise strategy, Information security technology and services, Identity and access management, Negotiating software contracts</td>
</tr>
<tr>
<td>Milind Govekar</td>
<td>Managing VP</td>
<td>Cloud computing, IT cost optimization, Virtualization</td>
</tr>
<tr>
<td>Rick Greenwald</td>
<td>Research Director</td>
<td>Big data, Cloud computing</td>
</tr>
<tr>
<td>Partha Iyengar</td>
<td>VP Distinguished Analyst</td>
<td>IT strategic planning, Business value of IT, Competitive advantage and business transformation</td>
</tr>
<tr>
<td>Rakesh Kumar</td>
<td>Research VP</td>
<td>Data center modernization and consolidation, IT cost optimization, IT strategic planning</td>
</tr>
<tr>
<td>Biswajeet Mahapatra</td>
<td>Research Director</td>
<td>ITIL and process improvement, Cloud computing, Business value of IT</td>
</tr>
<tr>
<td>DD Mishra</td>
<td>Research Director</td>
<td>Outsourcing deals, Sourcing and vendor relationships leaders, Vendor management, Outsourcing competencies</td>
</tr>
<tr>
<td>Naveen Mishra</td>
<td>Research Director</td>
<td>Data center modernization and consolidation, Virtualization, Market and competitive intelligence management</td>
</tr>
<tr>
<td>Aman Munglani</td>
<td>Research Director</td>
<td>Data center modernization and consolidation, Cloud computing, New market opportunities</td>
</tr>
<tr>
<td>Tom Scholtz</td>
<td>VP and Gartner Fellow</td>
<td>Information security program management, Business continuity management, Information security technology and services</td>
</tr>
<tr>
<td>Gurig Sedha</td>
<td>Research Director</td>
<td>IT procurement, Strategic sourcing, Vendor management</td>
</tr>
<tr>
<td>Naresh Singh</td>
<td>Principal Research Analyst</td>
<td>Data center modernization and consolidation, Virtualization, Product strategy</td>
</tr>
<tr>
<td>Sanil Solanki</td>
<td>Research Director</td>
<td>IT cost optimization, Business value of IT, IT budgeting</td>
</tr>
<tr>
<td>Gary Spivak</td>
<td>Research Director</td>
<td>Infrastructure and operations leaders, Vendor management, Business value of IT</td>
</tr>
<tr>
<td>Vishal Tripathi</td>
<td>Principal Research Analyst</td>
<td>Business value of IT, Application development, Go-to-market planning</td>
</tr>
<tr>
<td>David Willis</td>
<td>VP Distinguished Analyst</td>
<td>Mobile enterprise strategy, Unified communications and collaboration, Communications infrastructure modernization</td>
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Plan your experience

Agenda tracks

A: Driving Innovation by Implementing Cloud and Web-scale IT
The cloud is fast becoming part of the fabric of IT, but people, process and business management remain significant impediments to full exploitation. While there has been tremendous focus on private cloud implementations, there has also been a significant amount of “cloudwashing” that undercuts how much incremental benefit is being achieved and how best to achieve it. Hybrid cloud remains an elusive goal for many organizations. As a consequence, the complexity, risk and confusion over what kind of cloud deployment and how best to proceed remain daunting issues for many data center teams. This track will look at the future of cloud computing and specifically how to address the challenges in cloud management and how organizations can realize the most from the cloud in all its forms.

B: Ensuring Your Data Center Infrastructure Reflects Todays Realities and Tomorrows Challenges
ReRequirements for data center infrastructure have evolved rapidly during the past five years after a period of architectural stability that lasted for over a decade and a half. How can organizations make the right business decisions to evolve their existing infrastructure without impacting the day to day operational needs of the business? This track will help users plan and implement server, storage and networking investments that will evolve their current infrastructure, whilst embracing short / medium term opportunities that set the stage for future innovation.

C: IT Operations — Excelling in a Brave New World
The brave new digital world needs visionary, transformational and strategic leadership from IT operations. Converging social, cultural and technological factors of cloud, mobility, social and information are putting pressure on IT operations leaders to embrace new business models and IT service strategies and delivery models, by utilizing emerging technologies. They also must enhance customer, client and employee engagement and experience. New concepts, such as DevOps, pace-layering, bi-modal IT are gaining traction to deal with the increased velocity of change. Furthermore, the footprint of automation is expanding to scale the business in a predictable manner across multiple domains. Finally, the use of metrics will take front stage as organizations look beyond traditional technical measurements to identify the impact that I&O is having on the business. This track addresses these challenges for IT operations at all levels of maturity, including planning and implementing a datacenter modernization strategy, with the aim of helping I&O leaders advance to the role of valued strategic partner.

D: Mobility for the Digital Business
While digital business has transformative potential, it also has numerous risks. The 2015 Indian CIO survey reflects Mobility as the No 2 priority which underpins the increasing tendency of employees accessing enterprise applications and data through corporate and non-corporate devices. Integrating mobile with cloud computing, big data and social media breaks down conventional security models. CIO’s and I&O leaders are struggling with understanding how to protect corporate data in this digital revolution. This track will help to understand the best practices of managing BYOD and mobility securely, within the bigger context of the digital enterprise.

Customize your agenda

Gartner Events Navigator
Gartner Events Navigator helps you organize, view and custom-create an agenda based on:
- Date and time
- Track
- Analyst/speaker profiles
- Session descriptions
- Key initiatives
- Vertical industries

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Analyst interaction

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

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

Ask the analyst roundtables*
Debate with the analysts directly and learn from the questions posed by your peers

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

*Space is limited and preregistration is required. Limited to end-user organizations only.

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 reception
Connect with peers in similar roles who face similar challenges, at the networking reception on the Solution Showcase designed to build relationships and facilitate the meaningful exchange of ideas and information

Meet solution providers

Solution Showcase
Explore cutting-edge IT solutions from top providers

Solution provider sessions
Exhibitors share their insights on the latest products and services

How does an I&O leader build an I&O Vision, Strategy and Governance framework?
**Monday, 11 May 2015**

**07:30 – 19:00** Registration

**08:00 – 08:30** Tutorial: How to Get the Most Out of Your Conference Experience  
*Tapati Bandopadhyay and Naresh Singh*

**09:00 – 09:15** Welcome Presentation  
*Naveen Mishra*

**09:15 – 10:00** Gartner Opening Keynote: Non-Stop IT Delivering the Integrated Data Center  
*Rakesh Kumar and Naveen Mishra*

**10:00 – 10:30** Industry Panel Session  
*Moderator: Milind Govekar*

**10:30 – 11:00** Refreshment Break in the Solution Showcase

**TRACKS**

**A. Driving Innovation by Implementing Cloud and Web-scale IT**

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</table>
| 11:00 – 11:45 | **Digital Business Scenario**  
*Partha Iyengar*  
Technical Insights: What is Big Data and What Role Will It Play in Your Organizational Strategy?  
*Rick Greenwald*  
The IT Operations Scenario: Preparing for the Bi-Modal Future  
*Gary Spivak* |
| 12:00 – 12:45 | **Things to Know While you Budget for a New Data Center**  
*Rakesh Kumar*  
Server Scenario: Evolution of Server Technologies, Providers and Best Practices  
*Andy Butler*  
I&O Automation: A Smart Approach to Deal with “Bi-Modal” IT  
*Milind Govekar and Tapati Bandopadhyay* |
| 12:45 – 14:00 | Lunch in the Solution Showcase |
| 14:00 – 14:30 | **To the Point: Five CFO Myths Dismissed**  
*Sanil Solanki*  
To the Point: Best Practices to Gain Value From Your Storage Vendor Relationships  
*Aman Munglani*  
To the Point: How to be an Effective Wolf I&O Leader  
*Tapati Bandopadhyay* |
| 14:45 – 15:15 | Solution Provider Sessions |
| 15:30 – 16:15 | **Building Successful Private and Hybrid Cloud Services in India**  
*Bijwajeet Mahapatra*  
Getting Beyond the Hype of SDN: Why, When and How to Get Started  
*Naresh Singh*  
Business Value, Laying the Groundwork for Key I&O Initiatives  
*Gary Spivak* |
| 16:30 – 17:00 | Solution Provider Sessions |
| 17:15 – 17:45 | **To the Point: Establishing Effective Infrastructure Outsourcing Governance — It's Now or Never!**  
*DD Mishra*  
To the Point: Five Techniques to Defend IT Budget  
*Sanil Solanki*  
To the Point: Significantly Reducing I&O Costs: The Next Round  
*Rakesh Kumar* |
| 17:45 – 18:15 | Refreshment Break in the Solution Showcase |
| 18:15 – 19:00 | Guest Keynote |
| 19:00 – 21:00 | Solution Showcase Reception and Dinner |

**B. Ensuring Your Data Center Infrastructure Reflects Today’s Realities and Tomorrow’s Challenges**

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**What is Big Data and What Role Will It Play in Your Organizational Strategy?**  
*Rick Greenwald*  
**The IT Operations Scenario: Preparing for the Bi-Modal Future**  
*Gary Spivak* |
| 12:00 – 12:45 | **Server Scenario: Evolution of Server Technologies, Providers and Best Practices**  
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**I&O Automation: A Smart Approach to Deal with “Bi-Modal” IT**  
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**Tuesday, 12 May 2015**

**08:00** Registration

**09:00 – 10:00** CIO Power House Panel

**10:00 – 10:30** Refreshment Break in the Solution Showcase

**10:30 – 11:00** **To the Point: Best Practices of Negotiating Cloud Contracts**  
*Gurig Sedha*  
To the Point: Magic Quadrant for Integrated Systems  
*Andy Butler*  
To the Point: 10 Actions for I&O Leaders to Impart Agility in a Digital Enterprise  
*Tapati Bandopadhyay*  
**To the Point: Best Practices of Negotiating Cloud Contracts**  
*Gurig Sedha*  
**To the Point: Magic Quadrant for Integrated Systems**  
*Andy Butler*  
**To the Point: 10 Actions for I&O Leaders to Impart Agility in a Digital Enterprise**  
*Tapati Bandopadhyay* |

**11:15 – 11:45** Solution Provider Sessions

**12:00 – 12:45** **Technical Insight—Beyond IaaS: Implementing Databases in Cloud**  
*Rick Greenwald*  
Where Software-Defined-Everything (SDx) Meets Cloud Computing  
*Milind Govekar*  
Leadership Futures in Digital Business  
*Partha Iyengar* |

**13:00 – 13:30** **To the Point: MO for Data Center Infrastructure Management (DCIM)**  
*Naveen Mishra*  
To the Point: Be Aware of Trends That May Increase I&O Cost  
*Andy Butler*  
To the Point: Starting the DevOps Journey With Metrics  
*Tapati Bandopadhyay* |

**13:30 – 14:30** Lunch in the Solution Showcase

**14:30 – 15:00** Case Study

**15:15 – 16:00** **Managing Provider Behavior with Customer-Centric SLAs**  
*DD Mishra*  
Flash Storage: It’s About the Workload  
*Aman Munglani*  
Nine Steps to Better Vendor Management  
*Gurig Sedha*  
**Managing Provider Behavior with Customer-Centric SLAs**  
*DD Mishra*  
**Flash Storage: It’s About the Workload**  
*Aman Munglani*  
**Nine Steps to Better Vendor Management**  
*Gurig Sedha* |

**16:15 – 16:45** **To the Point: How to Run a Financially Efficient and Operationally Optimized Data Center**  
*Rakesh Kumar*  
To the Point: Implementing In-memory Databases and Data Appliances  
*Rick Greenwald*  
To the Point: MQ on Application Performance Management  
*Tapati Bandopadhyay*  
**To the Point: How to Run a Financially Efficient and Operationally Optimized Data Center**  
*Rakesh Kumar*  
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**17:15 – 18:00** Gartner Closing Keynote: Bi-Modal IT and it’s Impact on I&O  
*David Willis and Partha Iyengar*
When attending this event, please refer to the agenda handout provided or the Gartner Events mobile app for the most up to date session and location information

Agenda as of 11 February 2015, and subject to change

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- Workshops
- Solution Showcase

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