

# Gartner Data Center Summit 2012

27 - 28 November | London, UK



## TRIP REPORT

*Accelerate Innovation. Drive Transformation. Achieve Operational Excellence.*

### THE AUDIENCE

The Summit attracted over 500 attendees from 34 countries. The core of the audience came from the UK, Netherlands, Germany, Norway and Belgium.



**Andrew Butler**  
Research VP



**Milind Govekar**  
Research VP

The EMEA Data Center Summit achieved its 8th consecutive year of success in 2012 with a theme of “Accelerate Innovation. Drive Transformation. Achieve Operational Excellence.” For the first time, we hosted five physical tracks, which addressed Data Center Cost Optimization, Governance and Sustainability, Data Center Technology Modernization and Selection, Establishing the Right Priorities for Data Center facilities, Service Quality and Business Continuity, Cloud, Virtualization and Other Transformational Data Center Trends and IT Operational Perfection: Achieving and maintaining process excellence. For the second year running, we included deep-dive sessions from colleagues who work for Gartner for Technical Professionals (GTP), plus representatives of other Gartner research and consulting disciplines.

This year’s focus positioned the data center as a tower of inspiration, rather than a tower of technology. It is charged with providing inspiration to the business, in terms of providing agile, business aligned & optimized services; inspiration to other departments to stimulate growth and collaboration; and inspiration to fellow IT Leaders in terms of using practices that harness the power of infrastructure and the applications to deliver these services. Thus the onus is on IT Leaders to bind together the sometimes opposing forces of stability and agility to create the Data Center of tomorrow.

The goal of this year’s event was aimed at equipping IT Leaders with the capability to deliver operational excellence and smart infrastructure investment in this rapidly changing environment, making optimum use of initiatives like mobility, consolidation, virtualization, big data, disaster recovery, infrastructure convergence, cost optimization and cloud computing.

**Andrew Butler, VP Distinguished Analyst, Gartner**  
**Milind Govekar, Managing VP, Gartner**

## Gartner Keynote: What will happen to IT in the next 5 years?

**David Cappuccio**  
Research VP



Emerging technologies and an ever increasing need to deliver services to the business faster are causing organizational disruptions within IT. From Software defined networks to The Internet of Things, the demand for IT services will escalate over the next 5 years,

increasing the complexity of IT, and its subsequent support requirements, and impacting on how IT delivers services to the business.

### Key Findings:

- Hybrid cloud services are emerging as an alternative delivery model
- Hybrid data centers are evolving rapidly
- IT complexity is driving organizational disruptions

### Recommendations:

- Prepare for organizational disruptions – externally and internally generated
- Software networks are coming – begin updating skills now
- Hybrid cloud services are evolving rapidly, evaluate based on need, price, value, viability

## KEY FINDINGS & RECOMMENDATIONS

**Alessandro Perilli**  
Research Director



### Session: Technical Insights Cloud Management Platforms – What the Vendors Don't Tell You

#### Key findings:

The cloud management platform (CMP) market is crowded and evolves at rapid pace, while existing solutions are complex to evaluate and fairly immature. Accordingly, selecting a CMP solution is an extremely challenging task.

#### Recommendations:

Rely on the Gartner Evaluation Criteria for Cloud Management Platforms. Review required, preferred and optional criteria defined in the document, and leverage them to build your request for information. Once the vendor short list is finalized, use the document to conduct your proof of concept, carefully assessing the CMP features and its capability to integrate with existing enterprise management tools.

**Neil Rickard**  
Research VP



### Session: Network Strategies for a Hybrid Cloud World

#### Key Findings:

Enterprises are beginning to realize that moving to a hybrid cloud environment will profoundly affect the network architectures they need to put in place.

#### Recommendation:

Enterprises need to re-architect their networks to address the higher latency and greater reliance on the Internet that tend to arise from cloud services. The use of WAN optimization, to offset the effects of latency and cloud based security services, to enable distributed Internet access, are two leading examples of the types of changes enterprises should consider.

- IT and business leaders need to be informed or involved in procurement to understand costs
- Methodologies and tools are needed to break down invoices into the IT services they support
- IT services must now be designed, sourced and delivered to compete with external services on value

**Jeff Brooks**  
Research Director



### Session: IT Operations Scenario – Paving the Road presentation

#### Key Findings:

Improving cooperation and alignment with business leaders has long been a goal of I&O organizations. Often times organizations will invest in large, multi-year projects to make such improvements. Although these large efforts do, in fact, result in improved relations between I&O and business leaders, many organizations can't afford either the time or the costs of a long-term investment and essentially give up on the goal. However in our view there is more than one path to improvement. I&O organizations can make smaller, measured changes in their operations to move forward. In some cases this involves stopping taking actions that have limited value or are ultimately counterproductive. In other cases it means looking at current practices in a new light –

**Stewart Buchanan**  
Research VP



### Session: IT Procurement Sessions and Chargeback 1:1s

Managing the cost of supply remains important, but this year attendees focused on passing costs on to business users. Even high level showback or chargeback can start to drive a rethink of legacy technologies and practices:

essentially rethinking and reimaging traditional solutions. And, of course, it typically involves the introduction of new practices and technologies into the mix. But in all cases these changes can be made incrementally and over manageable periods of time.

**Tom Scholtz**  
VP Distinguished  
Analyst



## Session: Security State of the Cloud

- Ensure that potential cloud service providers are trustworthy in the areas of security, privacy and operational characteristics
- Perform due diligence on potential cloud service providers through the use of emerging cloud standards, certifications, cloud services brokers, questionnaires and interviews
- Always have a contingency plan for supplier failure

**Cameron Haight**  
Research VP



## Session: Top Ten Strategies Technologies: Will You be Able to Manage Them (Before They Manage You)?

Enterprise IT organizations are between the proverbial rock and a hard place due to the requirement to do more with less. The only way out of this conundrum is to re-think how to perform IT operations tasks in a leaner, more agile fashion. This is driving increased interest in the concept of DevOps with the result being that Gartner believes that by 2015, DevOps will evolve from a niche strategy employed by large cloud providers into a mainstream strategy employed by 20% of Global 2000 organizations. The key will be to determine which applications within the enterprise IT portfolio will stand to benefit from an improvement in time to market leveraging a DevOps-style approach. IT organizations need to begin their DevOps planning now so that they can reap the benefits of this agile philosophy in an increasingly challenging economic environment.

**Ian Head**  
Research Director



## Session: Introducing the Gartner Sustainability Model for I&O

### Key Findings:

Society expects higher standards of sustainability from their commercial and Government organizations than was the case just a few years ago. Shareholders increasingly reflect this trend.

### Recommendation:

Use Gartner's model both to baseline your organization's current green and sustainability status and also to plan improvements to allow your business to meet your customer's demands.

## Session: Workshop: Using Gartner's ITScore to Build an I&O Road Map for Improvement

### Key Findings:

The mean ITScore for I&O maturity is 2.35 out of 5. This suggests that many I&O organizations are highly reactive and struggling to meet business demands for service availability and agility.

### Recommendation:

Use ITScore for I&O to baseline your current maturity and then use the huge body of ITScore research advice to raise I&O maturity, service quality and agility.

## Session: Workshop: Risk Management: Selecting the Best Methods and Tools

### Key Findings:

Many data center teams do not appreciate that selecting the right risk assessment method is the first step in taking decisions which consider the risk of alternative solutions.

### Recommendation:

Use Gartner's methodology to select the appropriate risk assessment tool whenever there is a need to take decisions based upon risk considerations.

## Session: Pursuing Continual Service Improvement (CSI)

### Key Findings:

To establish a culture of continual service improvement, first build sound foundations for process ownership, metrics and governance.

### Recommendation:

Establish the key roles for process ownership and governance and implement a simple improvement methodology to ensure sustained progress across the I&O organization.

**Simon Mingay**  
Research VP



## Session: Sustainable Data Centers

- Don't be wed to the past — innovation in data center design will yield reduced capex, opex and risk. Use a shadow price for carbon when assessing design options to prevent locking in unnecessary future costs
- As part of the planning for new data center builds, enterprises should investigate the technical viability and the options to finance on-site generation, in particular combined heat & power/trigeneration. They should at least consider making provisions for future investments in on-site generation
- Think small, think dense, think hot — the objective is the highest compute performance per kilowatt
- Free cooling and Data Center Infrastructure Management (DCIM) should be built in to new data center designs. Free cooling only being excluded where local conditions render it impractical





## Gartner IT Infrastructure & Operations Management Summit 2013

3 – 4 June | Berlin, Germany  
[gartner.com/eu/iom](http://gartner.com/eu/iom)

### HOT TOPICS

- Reducing IT Cost- Big data and its impact on I&O
- Futures of process frameworks (Dev Ops, ITIL, Cobit)
- Mobile Devices Management and BYOD: Challenges & Strategies
- Next Generation Virtualization and Cloud Computing
- Disaster Recovery – Strategies & Best Practices

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