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Gartner Data Center Summit 2012

27 – 28 November | London, UK
gartner.com/eu/datacenter

HOT TOPICS

Virtualization Trends, Directions and Technologies

Business Continuity/Disaster Recovery

Cloud Computing and its Impact on the Data Center

Mobile Enterprise Strategy

How Best to Reduce Costs in the Data Center

Information/Data Security
Data Centers should be towers of inspiration and not towers of technology. Inspiration to the business or agency, in terms of providing agile, business aligned and 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 applications to deliver these services. Thus the onus is on IT Leaders to bind together the sometimes opposing forces of stability and agility within the Data Center of tomorrow.

The Data Center Summit will equip IT Leaders with the capability to deliver operational excellence and smart infrastructure investment in this rapidly changing environment, making optimum use of initiatives like consolidation, virtualization, big data, disaster recovery, infrastructure convergence, cost optimization and cloud computing. We will achieve this with a five point plan — built around mastering the politics of data center governance, delivering performance where it matters, achieving and maintaining process excellence, leading pioneering investments and establishing the right priorities for service quality.
Why Attend

Discover...

• How to optimally source your data center capacity requirements
• How to architect storage for extreme data growth, along with managing that growth
• How you can be certain your I&O organization is operating at an optimal level
• How you can manage the I&O impact of mobile and new methods of communication being adopted by your end users
• What is the best approach to desktop virtualization for your organization
• How will fabric-based computing impact your server, storage and networking infrastructure, and the management and governance of the data center
• How to implement and manage a hybrid cloud environment
• How business continuity and operational risk management can be better aligned to support total business resilience and agility, and the role that cloud computing will play
• How methodologies like DevOps should be implemented to assist the needs of the business
• How to evolve the service desk to reflect the impacts of mobility, social networking and ITSM demand

WHO SHOULD ATTEND?

The Summit is aimed at senior IT professionals with responsibility for, or within, their organization’s IT Infrastructure and Operations. The core of the audience will have roles equivalent to Head/VP/Manager/Director/Leader/Planner of:

• Data Center Management
• IT Operations
• IT Infrastructure
• Quality Management
• Service Management
• Communications/Networking
• Mobility Management
• Application Management
• Facilities Management
• Business Continuity and Disaster Recovery
• Enterprise and IT Architecture
Tracks

A Data Center Cost Optimization, Governance and Sustainability
Data center investments run into the tens of millions of dollars and have to be managed over a 10-20 year period. This track will focus on how to create the appropriate financial controls, governance policies and organizational structures to run a world class data center. Specifically, we will focus on data center economics, software licensing agreements, sustainability and procurement. This track will help you get the best from the millions of dollars you invest in your data center.

B Data Center Technology Modernization and Selection
Selecting the right infrastructure elements will help you achieve your goals for maximizing service delivery quality, responding rapidly to enterprise needs and gaining the highest possible value for every euro spent. This track offers a snapshot of the offerings and providers along with analysis of their strengths and weaknesses. It will project the evolution of servers, storage, and networking products, along with technologies that support your growing mobility and operations needs. Whether you are building an overall strategy and architecture or simply modernizing and fine tuning parts of your infrastructure, these sessions will offer decision frameworks, best practices and other insights that will arm you with the insights and information for success.

C Establishing the Right Priorities for Data Center Facilities, Service Quality and Business Continuity
Regardless of their age or sophistication, Data Centers are the core to IT’s success and to the success of the business. Insuring that data center facilities continue to meet the needs of the business requires a balance between continued improvements in preparation for newer generations of IT, improved service quality to insure continuous availability, and a new look at integrating business continuity and disaster planning into the overall Facilities plan. This track will focus on these issues and emerging trends in the market.

D Cloud, Virtualization and Other Transformational Data Center Trends
Infrastructure may seem to be standardizing for virtualization and cloud delivery models. However, lock-in and integration are shifting from the traditional systems vendors to virtualization/cloud vendors and software vendors. Additionally where virtualization stops and cloud starts is increasingly down to policy and process more than vendor marketing. This track focuses on pragmatic advice on delivering heavily virtualized portfolios, how to manage the physical headache that’s left, when to consider appliances and integrated systems, as well as lay a foundation for private and hybrid cloud delivery if and when needed.

E IT Operational Perfection: Achieving and Maintaining Process Excellence
Atlantis. Camelot. IT Operational Perfection. Voyages of discovery looking for these will likely be unsuccessful. But that doesn’t mean that we can’t profit from the journey if we can only adjust our compasses a bit. Attendees of this track will learn of emerging philosophies that might offer an opportunity for IT organizations to re-think their operational direction as well as insight that helps clients to focus on how to limit the process “baggage” necessary for the journey. For travelers already happy with their progress, we will discuss how to “map out” continued success while on the present course.

Keynotes

Gartner Keynote

What Will Happen to IT in the Next 5 Years?
Strategic Planners have long realized that efficient planning must be accomplished by looking from the outside in. There are internal trends, market trends and societal trends rapidly converging, and many of these will have dramatic effects on Infrastructure and Operations planning. This presentation will highlight the most crucial trends to watch over the next 5 years.

David Cappuccio, Research VP

Guest Keynotes

Dr. Eddie Obeng
Turning (New) Ideas into Money (Business Benefits)
Dr. Eddie Obeng is Founder and Director of Pentacle the world’s first virtual business school and the first organization to offer an integrated management approach specifically designed to meet the challenges of our fast changing, complex 21st century. He was previously an Executive Director at Ashridge Management College, having begun his career with Shell. Dr Obeng pioneered the concept of the “New World” throughout the 1990’s and 2000’s.

Miles Hilton Barber
Doing More with Less
Blind Adventurer and World Record Holder Miles Hilton-Barber has, in the last six years alone, set numerous world records whilst undertaking extreme endurance events in Siberia, and across the Sahara, Gobi, Qatar and Mojave Deserts. He is the first blind person to fly the English Channel in a microlight, holds the British duel microlight high-altitude record, and has wing-walked on a bi-plane. Television continues to use Miles’ experience to write, create, produce and present high quality programmes.

He uses his experiences as an international adventurer to motivate and inspire others to achieve their potential.
Meet the Analysts

Gartner has 800 analysts and consultants who deliver independent thinking, actionable guidance and data analysis to more than 60,000 clients in 10,000 distinct organizations worldwide. A key benefit of attending the Summit is the opportunity to hear advice and insight directly from Gartner Analysts during sessions and interact and ask questions during Workshops and Roundtables. In addition, Gartner Analyst One-on-One Meetings offer attendees a private 30 minute discussion with an analyst where you can set the agenda to receive tailor made advice.

**Jeffrey M. Brooks**
Research Director

Focus Areas: ITIL and Process Improvement; Data Center Modernization and Consolidation; Infrastructure and Operations Leaders

**Stewart Buchanan**
Research VP

Focus Areas: IT Cost Optimization; IT Budgeting; Program and Portfolio Management; IT Asset Management; Negotiating Software Contracts

**Andrew Butler**
VP Distinguished Analyst

Focus Areas: Data Center Modernization and Consolidation; Virtualization

**David J. Cappuccio**
Research VP

Focus Areas: Data Center Modernization and Consolidation; Infrastructure and Operations Leaders; IT Cost Optimization; Virtualization

**Carl Claunch**
VP Distinguished Analyst

Focus Areas: Data Center Modernization and Consolidation

**Philip Dawson**
Research VP

Focus Areas: Virtualization; Data Center Modernization and Consolidation; Enterprise Applications Suites and ERP; Cloud Computing; Infrastructure and Operations Leaders

**Donald Feinberg**
VP Distinguished Analyst

Focus Areas: Business Intelligence and Information Management Leaders; Information Infrastructure and Big Data Projects; Advancing Data Management Maturity; Applications Leaders; Vendor Management

**Valdis Filks**
Research Director

Focus Areas: Virtualization; Data Center Modernization and Consolidation; Business Continuity Management; Vendor Management; IT Cost Optimization

**Milind Govekar**
Managing VP

Focus Areas: Cloud Computing; ITIL and Process Improvement; IT Cost Optimization; Virtualization; Infrastructure and Operations Leaders

**Cameron Haight**
Research VP

Focus Areas: Virtualization; Cloud Computing

**Ian Head**
Research Director

Focus Areas: ITIL and Process Improvement; Data Center Modernization and Consolidation; Cloud Computing; Infrastructure and Operations Leaders; IT Cost Optimization

**Nathan Hill**
Research Director

Focus Areas: Virtualization; Data Center Modernization and Consolidation

**Rakesh Kumar**
Research VP

Focus Areas: Data Center Modernization and Consolidation; IT Cost Optimization; Virtualization; Cloud Computing; IT Strategic Planning

**Simon Mingay**
Research VP

Focus Areas: Sustainability; IT Governance; ITIL and Process Improvement; Business Value of IT; Shared Services

**Neil Rickard**
Research VP

Focus Areas: Communications Infrastructure Modernization; Data Center Modernization and Consolidation; Outsourcing; Sourcing and Vendor Relationships Leaders; Vendor Management

**Dave Russell**
Research VP

Focus Areas: Business Continuity Management; Data Center Modernization and Consolidation; Virtualization; IT Cost Optimization; Vendor Management

**Tom Scholtz**
VP Distinguished Analyst

Focus Areas: Information Security Program Management; Risk Management; Business Continuity Management; IT Governance; Information Security Technology and Services

**Leif-Olof Wallin**
Research VP

Focus Areas: Mobile Enterprise Strategy; Unified Communications and Collaboration; Negotiating Software Contracts

**Alessandro Perilli**
Research Director

Focus Areas: Virtualization; Data Center Modernization and Consolidation

**Nik Simpson**
Research Director

Focus Areas: Data Center Modernization and Consolidation; Information Security Technology and Services; Virtualization; Cloud Computing; IT Cost Optimization

Gartner for Technical Professionals (GTP)

Gartner for Technical Professionals provides in-depth, how-to research for your project teams to help them assess new technologies at a technical level, develop technical architecture and design, evaluate products and create an implementation strategy that supports your enterprise’s IT initiatives.

Visit gartner.com/eu/datacenter or call +44 20 8879 2430 for agenda updates and to register
**Monday 26 November**

18:00 – 20:00 Registration

**Tuesday 27 November**

07:30 – 20:00 Registration, Information and Refreshments

08:00 – 08:45 Tutorial: The Promise of In-Memory Computing: It’s Not Just About Speed

Don Feinberg

09:00 – 10:15 Gartner Opening and Welcome Keynote: What Will Happen to IT in the Next 5 Years?

David Cappuccio, Milind Govekar and Andrew Butler

10:15 – 10:45 Panel Discussion

10:45 – 11:30 Refreshment Break in Solution Showcase

**A** Data Center Cost Optimization and Governance

Introducing the Gartner Sustainability Model for I&O

Simon Mingay and Ian Head

**B** Data Center Technology Modernization and Selection

How Virtualization Changes Storage and Vice Versa

David Russell

**C** Data Center Facilities, Service Quality and Business Continuity

The Infinite Data Center

David Cappuccio

**D** Data Center Transformation — Cloud and Virtualization

Virtualization Scenario — Convergence of Everything

Philip Dawson

11:30 – 12:30

12:30 – 13:45 Lunch in the Solution Showcase

13:45 – 14:45 Data Center Economics

Rakesh Kumar

Storage Scenario — Approaching the Gateway of a New Era

Valdis Fiks

ERP Projects — From Legacy to the Future

Don Feinberg and Philip Dawson

15:00 – 15:30 Solution Provider Session

15:30 – 16:15 Refreshment Break in the Solution Showcase

16:15 – 17:00 Case Study: Deutsche Boese

Michael Osterloh, Vice President

Market Structure

Case Study: Data Center Move of SAP Capacity Based Services

Lars Jerrestrand, IT Director, Mölnlycke Health Care

Case Study: Using Assessment and Benchmarking Techniques as a Strategic Approach to Drive Continual Service Improvement

Ian Macdonald, Technology Leader, The Co-operative Banking Group

Case Study: ARM: Using Data Centre Buildouts to move to IT as a Service

Chris Bird, IT Manager and Architect, Global Networks, ARM

17:15 – 18:15 Guest Keynote: Turning (New) Ideas into Money (Business Benefits)

Dr Eddie Obereg

18:15 – 20:00 Networking Reception in the Solution Showcase

**Wednesday 28 November**

07:30 – 17:00 Gartner Sustainability Scenario

Stewart Buchanan

Choosing Among Different Client Computing Architectures

Nathan Hill

Network Strategies for a Hybrid Cloud World

Neil Rickard


Alejandro Perilli

08:00 – 09:00 Registration

09:15 – 09:45 Solution Provider Session

09:45 – 10:15 Refreshment Break in the Solution Showcase

10:15 – 11:15 Getting the Deal you Want — The Art of Maintaining Buyer Control

Stewart Buchanan

The Server Scenario 2016: Do you Know Where Your Server Is?

Carl Claunch and Andrew Butler

Security State of the Cloud

Tom Scholtz

MapReduce and Big Data Descend on the DC — What is all the Fuss About?

Don Feinberg

11:30 – 12:00 Solution Provider Session

12:15 – 13:00 Case Study: Enterprise Storage and Backup in the Not-so-Enterprise Academic Arena

John A. Meyers, Ph.D, Director of Technology, Department of Medicine, Boston University Medical Center

Case Study: Snapshot and Replication — The New Backup

Erik-Jan Dubovik, Vice President, Information Technology, Audax Group

Case Study: HMRC

Andrew Bull, Director of Live Services

Case Study: How to Maintain Your Systems and Data When They are Constantly Moving (And it’s not About Mobile Users)

Walter Hannemann, Head of IT Operations, Mersk Tankers

13:00 – 14:15 Lunch in the Solution Showcase

14:15 – 15:15 Calculating a Cost-per-VM for Internal Cloud Implementations

Nik Simpson

Time to Update your Windows Server Plans

Carl Claunch

Global Data Center Recovery Strategies

Tom Scholtz

Smart Phones and Tablets in the Enterprise — Trends, Directions and Strategies

Leif-Olof Wallin

15:15 – 16:30 Gartner Closing Locknote — High Points and Key Take-aways from the 2012 EMEA Data Center Summit

16:30 – 17:30 Closing Keynote: Doing More for Less

Miles Hilton Barber

17:30 Summit Close
Agenda correct as of 10 August 2012

**Agenda Guidance**

To help you navigate the Summit agenda, we’ve identified track sessions that match your experience level and information needs. Specific categories include:

### Maturity Level

- **Foundational**: Offers the necessary understanding and first steps to those in the early stages of initiatives
- **Advanced**: Uses complex concepts requiring foundational knowledge and prior experience to take initiatives to the next level

### Focus

- **Tactical**: Provides tactical information that can be used straightaway, with a focus on how-to’s, do’s and don’ts and best practices
- **Strategic**: Focuses on the strategic insight supporting the development and implementation of an action plan

### Perspective

- **Business**: Targets business leaders or IT professionals who need to understand the challenges and opportunities from a business, organizational or cultural perspective
- **Technology**: Targets IT professionals who need to understand the challenges and opportunities from a technology perspective

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**Topics and Sessions**

- **Tutorial: The Lifecycle of HVD Deployment**
  - Nathan Hill

- **IT Operational Perfection: Achieving and Maintaining Process Excellence**
- **Roundtables**
  - Top Ten Strategies Technologies: Will You be Able to Manage Them (Before They Manage You)?
    - Milind Govikar and Cameron Haight
  - Top Ten I&O Actions to Build and Manage Cloud Environments
    - Milind Govikar
  - Roundtable: Implementing IT Service Support Tools — Best Practices
    - Jeff Brooks

- **Workshops**
  - Roundtable: Pittfalls and Best Practices in IT Risk Management
    - Tom Scholtz
  - Technical Insights: Building Private Clouds: State of the Union
    - Alessandro Perilli
  - Roundtable: Develop a Mobile Policy Outline
    - Leif-Olof Wallin
  - Roundtable: The Future Data Center
    - David Cappuccio
  - Roundtable: Practical ITIL for IT Ops
    - Ian Head
  - Roundtable: The Rise of the Information Appliance
    - Don Feinberg and Valdis Filks
  - Magic Quadrant for ITSSM Tools
    - Jeffrey M. Brooks

- **IT Operations Scenario — Paving the Road**
  - Milind Govikar and Jeff Brooks

- **DevOps: Hammering a Nail in IT Fail**
  - Cameron Haight

- **Center Infrastructure Management**
  - 13:45 – 14:00
  - Magic Quadrant for ITSSM Tools
    - Jeffrey M. Brooks

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Virtual Tracks

Data Center Readiness for Mobility: Evolution or Revolution?
Data Center and mobility are intertwined more than I&O leaders think. The proliferation of hundreds of new handsets and tablets and new services (e.g., social networking) that have emerged and are emerging will have an impact on the Data Center infrastructure, content, risk, and management. This track will identify the dramatic changes happening in this environment and how the Data Center environment needs to adapt to accommodate this change without stifling innovation or dramatically increasing costs.

Data Center Sustainability: Going beyond “Green Washing”
Rapid escalation of Energy costs, imposition of carbon tax, tightening noose of regulation are some of the challenges facing organizations. These challenges will have an impact on the Data Center environment. This track will provide information on what areas of sustainability should data center managers care about and strategies and tactics to deal with them.

Business Continuity: Mainstay of Data Center Services
Whether measured through the risks of service denial and internal or external security hazards, or through the need to deliver better than adequate uptime and availability for every workload, or through the growing challenges of backing up and recovering petabytes of data, the onus on delivering world class business continuity has never been greater. Workshops and Roundtables that will guide the user through the maze of decisions that risk management impose on today's data centers.

Technical Insights
We’ve got it covered with our new “Technical Insights” Virtual Track, which provides in-depth technical research and guidance to help technology implementers advance the initiatives/projects that support the execution of their IT strategy.

Powerful tools to navigate, manage and decide

To get the most out of your Summit experience, we’ve created a range of tools to help you manage your goals and objectives of attending.

Agenda Builder
A powerful planning tool designed to help you organize, view and create an agenda based on the following criteria:

- Session Type
- Speaker
- Day
- Track

Go to ab.gartner.com/lsce8 to view the full agenda.

Gartner Events Navigator App
Download the official Gartner Events Navigator Application to your mobile device now using the search term “Gartner Events”. View all the event information and manage your personal agenda on the move.

Justify your attendance
Our Justification Toolkit makes it easy to demonstrate the value of your Summit experience. It includes a customizable letter, cost-benefit analysis, cost optimization highlights, top reasons to attend and more. Find it at gartner.com/eu/datacenter

GARTNER ANALYST ONE-ON-ONE MEETINGS
Gartner Events deliver more than your average industry event. Meeting face-to-face with a Gartner analyst is one of the key benefits of attending a Gartner Summit. Personalize your 30 minute private appointment to discuss your specific issue and walk away with invaluable, tailor made advice that you can apply to your role and your organization for immediate results.
Data Center Cost Optimization and Governance

Introducing the Gartner Sustainability Model for I&O
Green issues are now imperatives for nearly all organizations and the data center is at the heart of many green initiatives. This Gartner maturity model shows how the data centre can take the initiative and bring key issues such as reducing energy costs, Tax liabilities and compliance with Carbon Reduction commitments into the mainstream corporate agenda.

- Green issues are increasingly becoming business imperatives for staff, customers and investors
- Assess your organisation’s current state and plan for improvement using Gartner’s Toolkit Integrate the Green Agendas of the data centre, I&O and the business
- Integrate the Green Agendas of the data centre, I&O and the business

Simon Mingay and Ian Head

Technical Insights: Calculating a Cost-per-VM for Internal Cloud Implementations
Many organizations wish to use showback or chargeback in internal clouds to help their business organizations better understand the cost of service. This information is used in two ways, first for budgeting, and second for comparing to other cloud hosting models such as public cloud services. In this session, attendees will learn about how to put a per-VM cost on their internal cloud that includes major infrastructure elements such as server costs, power costs etc.

- Reducing power consumption through improvements to power distribution.
- Improving cooling efficiency through better airflow management and increasing data center temperature
- More efficient use IT infrastructure focused on making more efficient use of server hardware and storage infrastructure

Nik Simpson

Gartner Sustainability Scenario
Data center operators continue to experience spiraling energy costs, increased risks in terms of a reliable and stable electrical supply, the threat or reality of carbon taxes, water stress increasing, and the threat of regulation. So what is a sustainable data center, what’s practical, what’s the future and should you really care?

- What are the drivers and corporate value of a “sustainable data center”
- What does a “sustainable” data center look like and what are the best practices
- Case Studies

Simon Mingay

Data Center Economics
Most organisations will spend tens of millions of dollars on their data centers over the next few years. But with an increasingly complicated array of options such as cloud, hosting and internal data centers, where is that money best spent? This presentation will guide you through the underlying economic, financial and technical foundations to make the right choice for your new data center.

- How will the data center landscape evolve over the next 10 years?
- Do you Build, Buy, Lease or Host?
- Key technical, economic and financial points to consider before making a decision.

Rakesh Kumar

Getting the Deal you Want — The Art of Obtaining and Maintaining Buyer Control
The path through a software evaluation is fraught with endless opportunities to stray off-course. This session shows you, first, how to structure an evaluation to keep your real needs constantly in focus; and, then, how to recognize and circumvent vendors’ attempts to change your priorities and established evaluation criteria.

- How can you stay focused on your true needs throughout a software evaluation process?
- What are the ways you become vulnerable to the software vendor’s playbook?
- What techniques can you use to garner and retain control?

Stewart Buchanan
How Virtualization Changes Storage and Vice Versa

Virtualization has been recognized as a game changing technology, but often the ramifications to storage are not accounted for in advance. Vice versa, the new opportunities and challenges of deploying and managing storage and recovery services in a virtualized environment are sometimes not considered until after deployment. Learn the best practices for ensuring that your storage implementation is best aligned to support your virtualization projects.

- How does virtualization impact storage?
- What are the top storage considerations in a virtualized environment?
- What are the best practices for implementing an optimized storage deployment to support virtualization?

David Russell

Storage Scenario — Approaching the Gateway of a New Era

Storage has changed dramatically in the last several years. Previous rules and practices may no longer ensure optimum results as organizations seek improved levels of service, agility and availability of their data. Expanded technology options, emerging vendors and established vendors delivering new and acquired solutions bring choice that must be balanced against risk. In the next five years business requirements will push IT to examine new storage capabilities, architectures and improved management techniques in order to address the ever increasing demands for storage.

- What are the pros and cons of the options that will be available for the storage infrastructure of the future?
- How will the “new server” road map evolve?
- How will vendors compete and deliver against the new server road map?
- How can you compare vendor solutions for functional and value-based pricing?

Carl Claunch and Andrew Butler

Choosing Among Different Client Computing Architectures

Hosted Virtual Desktops or Server Based Computing? Software Streaming or Application Virtualization? Composite Desktops or Workspace Aggregators? Stay with PCs? These are just a few of the options that most enterprises are encountering with client computing architectures. We describe the applicability of each, as well as how the choices can be used to deliver an optimal end user experience.

- What are the fundamental differences that exist between the various client computing architectures?
- How should organizations choose the appropriate architecture based on their requirements?
- How are client computing architectures evolving over the next 5 years?

Carl Claunch

Time to Update your Windows Server Plans

Now that Windows Server 2012 and Windows 8 are becoming available, introducing new options and capabilities to the market, it is spurring many to rethink their plans and timing for migration of existing servers, targeted operating environments for new server deployments, and reshaped operating processes and datacenter approaches. Come to this session to discover how the arrival of these software products may change the assumptions behind your existing plans and where you may gain benefits by exploiting the new capabilities and consequences of these shipments.

- What are the value propositions of Windows Server 2012?
- How and when should organizations migrate to newer versions of Windows Server?
- What should organizations expect after Windows Server 2012?

Carl Claunch

Tutorials

The Promise of In-Memory Computing: It’s Not Just About Speed

Don Feinberg

The IBM Mainframe Platform: On-Going Challenges, New Opportunities

Rakesh Kumar

The Lifecycle of HVD Deployment

Nathan Hill
The Infinite Data Center
The traditional method of data center design and equipment placement has started to shift, and leading edge companies are realizing that smaller designs, or retrofits, can accommodate 300% — 500% more compute capacity per square foot. Coupling this with efficient technology use can insure huge growth possibilities in the same footprint for many years.

• What are the emerging trends in extreme data center capacities and designs?
• What kind of capacity can be attained via vertical scalability vs. horizontal?
• What are vendors doing and how will products impact scalability and capacity planning for data centers?

David Cappuccio

ERP Projects — From Legacy to the Future
ERP infrastructure is anything but dull. As Oracle drives its application portfolio to Fusion Middleware and SAP deliver on Netweaver we see clients re-architecting server infrastructure from a Unix legacy to Linux X86 or Windows as an option. They then focus on sizing DBMS workloads and assessing the HA requirement. Increasingly clients are also reviewing when to virtualization for ERP, not just for consolidation but also portability.

• What are the best practices for deploying ERP infrastructure?
• How to Modernize DBMS and Application platforms for ERP

Neil Rickard

Security State of the Cloud
Where does the world stand on cloud computing risks? This presentation provides an overview of the technical and process mechanisms that can be applied to reducing the security and other risks of cloud computing.

• How secure are cloud computing services today?
• What improvements will be made to cloud services with regards to privacy, security and availability?

Tom Scholtz

Global Data Center Recovery Strategies
The challenge of orchestrating efficient, effective and sustainable recovery and continuity across a global organization requires addressing very difficult people, process and technology issues across diverse geographies, languages and time zones.

• What are the key challenges in managing a sustainable IT-DRM program across a global enterprise?
• What are the steps that need to be taken in order to institutionalize a global recovery and continuity program and in what order should those steps be taken?
• What can be learned from the experiences of Gartner clients that have been successful in developing and maintaining effective programs?

Tom Scholtz

End-User Case Study Sessions
Hear real hands-on “this is how we made it happen” insight, from international organizations whose senior executives are working on the best and most successful Business Intelligence initiatives in Europe. The latest case study information will be added to the agenda as it is confirmed at gartner.com/eu/datacenter

Andrew Bull, Head of IMS Live Services, HMRC
Ian Macdonald, Technology Leader IT Operations and Development, The Co-operative Banking Group
Lars Jerrestrand, IT Director, Molnycke Healthcare
Michael Osterloh, Vice President Market Structure, Deutsche Boerse

John A. Meyers, Ph.D. Director of Technology, Boston University Medical Center
Erik Dubovik, Vice President, Information Technology, Audax Group
Chris Bird, IT Manager and Network Architect, ARM
Walter Hannemann Head of IT Operations, Mersk Tankers
Virtualization Scenario — Convergence of Everything

Virtualization has shifted from being a specific effort in servers, clients, storage or networking to an infrastructure-wide initiative with more pervasive and integrated ramifications. Virtualization is driving convergence in occurring in data center hardware, processes, and IT roles. Client and server virtualization efforts are now being done in tandem. Not only is vendor selection more critical, but choices are growing. Infrastructure is virtualizing, which is building a new foundation for how IT does business.

- How will virtualization drive technology convergence?
- How is virtualization changing IT organizations and processes?
- How is the convergence changing the vendor landscape?

Philip Dawson

Fabric Based Infrastructure — Decisions, Decisions, Decisions

The concept of “fabrics” has emerged over the past three years as a means to converge separate storage, networking and server technology in the data center. But many factors influence what “ideal” approach organizations should take when planning to implement a fabric-based infrastructure (FBI) policy. This presentation charts the likely evolution of the market for fabric-based infrastructures, to help IT leaders determine the most appropriate vendor approach.

- What is fabric computing and its impact on DC transformation in the next five years?
- How should IT organizations evaluate vendors’ promises of unification and convergence?
- What steps should IT take to evaluate the benefits and risks of fabric architectures?

Andrew Butler


On paper, all cloud management platforms seem able to turn virtual infrastructures into private clouds. In reality, many CMP solutions are immature, often unable to offer advanced features and address multiple use cases. Given CMPs complexity, organizations struggle to identify and assess the best product for today and tomorrow’s needs.

- What are the CMP market players?
- How do you evaluate CMP solutions?
- What are the key capabilities of an enterprise-grade CMP?

Allesandro Perilli

MapReduce and Big Data Descend on the DC — What is all the Fuss About?

There has been much discussion and hype in the IT world over Big Data, Hadoop and MapReduce. These new tools have emerged to manage and support Big Data. Big Data and it associated tools will change the infrastructure of the Data Center and require managers to examine how they manage data in the future. Data Center management is asking what is this Hadoop tool and why will it change my landscape? Do I buy appliances or create a DIY infrastructure to support it? What is the TCA and TCO of the different solutions? One thing is for sure — you will be supporting organization-wide use of MapReduce to support Big Data initiatives. You need to understand how this will affect your organization and change your Data Center.

- What is Big Data and how will it affect the Data Center?
- What new tools will be used to support Big Data and why will they change the data center?
- What does MapReduce and Hadoop do and what infrastructure is needed to support it?

Don Feinberg

Smart Phones and Tablets in the Enterprise — Trends, Directions and Strategies

Many organizations have due to strong pressure from powerful end users moved to a multi platform smartphone strategy. Fueled by the success of Apple iPad, many organizations are now pressured to take the next step, supporting BYOD (Bring Your Own Device) when employees bring their own media tablets to work and insist on getting network access and corporate email for them. Successful enterprises and organizations need to put a strategy in place to cope with these new imperatives.

- What will be the key mobile and wireless technology and market trends through 2016?
- How will corporations choose and use mobile technology, services and tools to support customers and employees?

Leif-Olof Wallin

Gartner Analyst-User Roundtables

Join us for a hosted peer group discussion with your end user peers, along with a Gartner analyst lending his or her expertise to assist you. These should not be missed!

Roundtable: Pittfalls and Best Practices in IT Risk Management

Tom Scholtz

Roundtable: Develop a Mobile Policy Outline

Leif-Olof Wallin

Roundtable: Implementing IT Service Support Tools — Best Practices

Jeff Brooks

Roundtable: The Future Data Center

David Cappuccio

Roundtable: Practical ITIL for IT Ops

Ian Head

Roundtable: The Rise of the Information Appliance

Don Feinberg and Valdis Filks
IT Operational Perfection: Achieving and Maintaining Process Excellence

**Top Ten Strategies Technologies: Will You Be Able to Manage Them (Before They Manage You)?**
Big Data. Cloud Computing. App Stores and Mobile-Centric Applications. The Internet of Things. These are a few of the technological developments that Gartner has identified as strategic for 2012. The question is, will enterprises be able to prevent the potential unintended consequences arising from their adoption? This session will explore the manageability implications arising from the emergence of these new technologies.
- What are the key technologies for 2012?
- How will enterprises ensure their manageability?
Milind Govekar and Cameron Haight

**Top Ten I&O Actions to Build and Manage Cloud Environments**
Infrastructure and Operations is not always very clear about the opportunities and challenges of cloud computing. How does cloud computing fit within an already complex I&O environment? Will everything move to the cloud? We provide practical advice on when, where and how I&O should build and manage private clouds.
- What are the attributes of private cloud computing and where do they apply?
- How have enterprises been building private clouds?
- What are some of the best practices that have emerged?
Milind Govekar

**IT Operations Scenario — Paving the Road**
IT operations management is often an afterthought that follows the deployment of new or emerging technology. However IT operations management can, in fact, lead the charge for the implementation of new technology and influence successful business outcomes. This presentation will highlight key decision points in IT operations management technology, processes, and organizational approaches.
- What current-state IT operation management investments impair future change?
- What investments in IT operations management best facilitate future change?
- What immediate actions should IT take to prepare for the planning horizon?
Milind Govekar and Jeff Brooks

**DevOps: Hammering a Nail in IT Fail**
For over the past decade, IT operations has been following a best practices “playbook” that has largely failed on delivering sustained improvements in IT serviceability. As a result, many of our customers have opted for alternative solutions that no longer require IT operations involvement. The struggle to win back our clients will not be found in technology but rather a radical re-think of IT operations culture and conventional wisdom. This session will explore an emerging approach known as DevOps that may provide a solution to the IT operations conundrum.
- What is causing IT fail?
- What is DevOps and how can this approach help?
- Where should an enterprise start their DevOps journey?
Cameron Haight

**Pursuing Continual Service Improvement**
The most successful organizations are those that focus on an ethos of continual improvement rather than perfection at first pass. Focussed on IT operations, this session describes the sound foundations required, some simple, proven techniques and the roles and people required for success.
- Laying the cultural and operational foundations.
- A simple but effective approach to improvement.
- Key roles, skills and capabilities
Ian Head

**Workshops**
- **Gartner Consulting Workshop:** Building Your Next Generation Data Center Strategy
  Paul Lebouille and Bart Mellink
- **Workshop:** Using Gartner’s ITScore to Build an I&O Road Map for Improvement
  Ian Head and Jeff Brooks
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  Stewart Buchanan and Donald Feinberg
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  Nik Simpson
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  Tom Scholtz and Ian Head

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