

AGENDA AT A GLANCE

Agenda correct as of 11 February 2013

MONDAY 3 JUNE

07:30 – 20:00	Registration, Information and Refreshments				GTP Gartner for Technical Professionals Session	
08:00 – 08:45	Tutorial: Best Practices in Deploying HVDs – Lessons Learnt from the Field <i>Nathan Hill</i>	Tutorial: Technical Insights: Orchestrating Private and Public Clouds: Tales from the Trenches <i>Alessandro Perilli</i>	At the Summit, please refer to the agenda in the event guide provided, for the most up to date session and location information			
09:00 – 10:00	Gartner Opening Keynote: Dealing with Complexity Through Design-Centered IT <i>Cameron Haight, Ian Head and Milind Govekar</i>					
10:00 – 10:30	Panel Discussion:					
10:30 – 11:00	Refreshment Break in Solution Showcase					
	A Lowering Cost, Increasing Business Value	B IT Operational Excellence	C Mobile, Client Computing and Networks	D Virtualization and Cloud Computing	Interactive Workshops	Roundtables
11:00 – 12:00	Trends That Will Increase Software Costs <i>Stewart Buchanan</i>	Top 10 Strategic Technologies for 2013: Will You be Able to Manage Them (Before They Manage You)? <i>Milind Govekar and Cameron Haight</i>	Smartphones and Tablets in the Enterprise: Trends, Directions and Strategies <i>Leif-Olof Wallin</i>	When to Consider a Second Virtualization Technology for Your Portfolio <i>Philip Dawson</i>	11:00 – 12:30 Workshop: Creating a Well Balanced Metrics Program for Your I&O Organization <i>Jeff Brooks and Vivek Bhalla</i>	11:00 – 12:00 Roundtable: Technical Insights: BYOD Programs: Successes and Failures GTP <i>Michael Disabato</i>
12:00 – 13:15	Lunch in the Solution Showcase		12:15 – 12:30 IT Market Clock for Storage Magic Quadrant <i>Valdis Filks</i>		12:45 – 13:00 Application Performance Monitoring Magic Quadrant <i>Will Cappelli</i>	
13:15 – 14:15	Significantly Reducing I&O Costs: The Next Round <i>Ian Head</i>	Use Metrics to Change I&O Behavior to Focus on Business Goals <i>Jeff Brooks</i>	The Mobile Scenario: Understanding Mobile Trends Through 2017 <i>Monica Basso</i>	Everything has Changed in Storage Technology and the Market <i>Valdis Filks</i>	13:00 – 14:30 Workshop: The Sustainable Data Center Framework <i>Bettina Tratz-Ryan</i>	13:15 – 14:15 Roundtable: Network and Application Performance Monitoring <i>Jonah Kowall and Vivek Bhalla</i>
14:30 – 15:00	Solution Provider Session	Solution Provider Session	Solution Provider Session	Solution Provider Session		
15:00 – 15:30	Refreshment Break in the Solution Showcase					
15:30 – 16:00	Making IT Customers Accountable for IT Funding <i>Stewart Buchanan</i>	Unix Against Linux: Survival of the Fittest <i>Philip Dawson</i>	Workspace Aggregators – The Evolution of Client Computing in the Enterprise <i>Nathan Hill</i>	Implementing and Managing Cloud? Follow These Top 10 Actions to Succeed <i>Milind Govekar</i>	15:30 – 17:00 Workshop: Heavily Virtualized and/or Cloud? <i>Philip Dawson and Valdis Filks</i>	
16:15 – 17:00	End-User Case Study: Sanofi's IT Infrastructure's Journey: Delivering Reduced IT Costs and Global Shared Services <i>Marcel Winkel, Head of IT Demand Management, Regional Service Delivery EMEA, Sanofi</i>	End-User Case Study: How Norges Bank Investment Management got Higher SLA's, Brand New Data Centre and Cut IT Ops Costs by 50% <i>Daniel Björkman, Global Head of IT Infrastructure, Norges Bank Investment Management</i>	End-User Case Study: Agility and Adaptability in a Disruptive World <i>John Robinson, IT and Infrastructure Director, Tata Global Beverages</i>	End-User Case Study: IT Infrastructure: Impact During Mergers and Acquisitions <i>Sajid Lokhandwala, Vice President, IT Infrastructure and Operations, EmiratesNBD</i>		
17:15 – 18:15	Guest Keynote: Formula One: Data Driven Performance <i>Mark Gallagher, Formula One Industry Expert</i>					
18:15 – 20:00	Networking Reception in the Solution Showcase					

TUESDAY 4 JUNE

07:30 – 17:15	Registration, Information and Refreshments					
08:00 – 09:00	IT Operations Management: A Roadmap for Progress <i>Jeff Brooks</i>	How Network Performance Monitoring can be Leveraged to Understand Application Performance <i>Jonah Kowall and Vivek Bhalla</i>	Pocket Power – Smartphone and Tablets Trends and the Management Challenges Ahead <i>Leif-Olof Wallin</i>	Technical Insights: Cloud Management Platforms Comparison: BMC CLM 3.0 vs. MS SC 2012 SP1 vs. VMware vCloud Suite 5.1 <i>Alessandro Perilli</i>	08:00 – 09:30 Workshop: Using Public IaaS to Improve Reliability and Resiliency of Mission Critical Applications <i>Paul Lebouille, Gartner Consulting</i>	08:00 – 09:00 Roundtable: IT Operational Analytics <i>Will Cappelli</i>
09:15 – 09:45	Solution Provider Session	Solution Provider Session	Solution Provider Session	Solution Provider Session		
09:45 – 10:15	Refreshment Break in the Solution Showcase					
10:15 – 11:15	Towards the Antifragile Infrastructure – Beyond Continual Improvement <i>Ian Head</i>	IT Operational Analytics: Big Data for the Data Center <i>Will Cappelli</i>	Software-Defined Networking: Radical Simplification of the Data Center, or Just Smoke and Mirrors? <i>Jonah Kowall</i>	DevOps – A Step by Step Implementation <i>Cameron Haight</i>	10:00 – 11:30 Workshop: You Never Outsourced Your Infrastructure? Understand the Essentials of a Successful Approach <i>Frank Ridder</i>	10:15 – 11:15 Roundtable: Cloud Best Practices <i>Milind Govekar</i>
11:30 – 12:00	Solution Provider Session	Solution Provider Session	Solution Provider Session	Solution Provider Session		
12:00 – 13:00	Lunch in the Solution Showcase					
13:00 – 13:45	End-User Case Study: Datacenter Sourcing Model: The Road to Agility? <i>Pedro Enes, Head of Infrastructure and Telecommunications Services, EDP – Energias de Portugal</i>	End-User Case Study	End-User Case Study	End-User Case Study	12:30 – 14:00 Workshop: Technical Insights: Creating and Implementing a Bring Your Own Device Program <i>Michael Disabato</i>	12:45 – 13:45 Roundtable: Storage Best Practices <i>Valdis Filks</i>
14:00 – 15:00	Managing Big Data Applications <i>Will Cappelli</i>	Agile IT Operations: Looking Beyond ITIL <i>Ian Head</i>	Managing Mobile Devices in the Enterprise <i>Monica Basso</i>	Why Outsourced Infrastructure Services are Appealing: Outcomes, Trends and Best Practices <i>Frank Ridder</i>		14:00 – 15:00 Roundtable: Virtualizing Complex Workloads <i>Philip Dawson</i>
15:00 – 15:30	Refreshment Break in the Solution Showcase					
15:30 – 16:15	Guest Keynote: Taming Tigers <i>Jim Lawless, Author and CEO of Taming Tigers</i>					
16:15 – 17:15	Gartner Closing Keynote: High Points and Key Take-Aways from the 2013 EMEA IT Infrastructure & Operations Management Summit <i>Milind Govekar and Ian Head</i>					
17:15	Conference Close					