## MONDAY 3 JUNE

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

### 08:00 – 08:45
- **Tutorial:** Best Practices in Deploying HVDs — Lessons Learned from the Field
  - Nathan Hill
- **Tutorial:** Technical Insights: Orchestrating Private and Public Clouds: Tales from the Trenches
  - Alessandro Pernici

### 09:00 – 10:00
- **Gartner Opening Keynote:** Dealing with Complexity Through Design-Centered IT
  - Cameron Knight, Ian Head and Milind Govekar

### 10:00 – 10:30
- Panel Discussion:
  - 10:00 – 10:20: The Next Round
    - Ian Head
  - 10:15 – 10:30: Refreshment Break in Solution Showcase

### 10:30 – 11:00
- **Gartner Opening Keynote:** Dealing with Complexity Through Design-Centered IT
  - Cameron Knight, Ian Head and Milind Govekar

### 11:00 – 11:30
- **Roundtables**
  - 11:00 – 11:30: Interactive Workshops: You Never Outsourced IT Operations: Workshops
    - Paul Lecouffe, Gartner Consulting

### 11:30 – 12:00
- **Solution Provider Session**
  - Solution Provider Session

### 12:00 – 13:00
- **Lunch in the Solution Showcase**

### 13:00 – 13:30
- **Roundtables**
  - 13:00 – 13:30: Application Performance Monitoring Magic Quadrant Valids Fiks
    - Will Cappelli

### 13:30 – 14:00
- **Roundtables**
  - 13:30 – 14:00: Interactive Workshops: You Never Outsourced IT Operations: Workshops
    - Paul Lecouffe, Gartner Consulting

### 14:00 – 15:00
- **Solution Provider Session**
  - Solution Provider Session

### 15:00 – 15:30
- **Refreshment Break in Solution Showcase**

### 15:30 – 16:00
- **Roundtables**
  - 15:30 – 16:00: Interactive Workshops: You Never Outsourced IT Operations: Workshops
    - Paul Lecouffe, Gartner Consulting

### 16:00 – 16:30
- **Roundtables**
  - 16:00 – 16:30: Interactive Workshops: You Never Outsourced IT Operations: Workshops
    - Paul Lecouffe, Gartner Consulting

### 16:30 – 17:00
- **Roundtables**
  - 16:30 – 17:00: Interactive Workshops: You Never Outsourced IT Operations: Workshops
    - Paul Lecouffe, Gartner Consulting

### 17:00 – 17:30
- **Refreshment Break in Solution Showcase**

### 17:30 – 18:00
- **Conference Close**

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### AGENDA AT A GLANCE

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Presenter(s)</th>
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<tbody>
<tr>
<td>10:15 – 11:15</td>
<td>Towards the Antifragile Infrastructure — Beyond Continual Improvement</td>
<td>Ian Head</td>
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<td>13:00 – 13:45</td>
<td>Roundtables: Storage Best Practices Valids Fiks</td>
<td>Philip Dawson</td>
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<td>14:00 – 15:00</td>
<td>Managing Big Data Applications</td>
<td>Will Cappelli</td>
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<td>15:30 – 16:15</td>
<td>Guest Keynote: Taming Tigers — Jim Lawless, Author and CEO of Taming Tigers</td>
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<td>16:15 – 17:15</td>
<td>Gartner Closing Keynote: High Points and Key Take-Aways from the 2013 EMEA IT Infrastructure &amp; Operations Management Summit</td>
<td>Milind Govekar and Ian Head</td>
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<td>17:15</td>
<td>Conference Close</td>
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