Gartner
IT Infrastructure & Operations Management Summit 2013
3 – 4 June
Berlin, Germany
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 and strategies
• Next generation virtualization and cloud computing
• Disaster recovery — strategies and best practices

EARLY-BIRD SAVINGS Register by 5 April 2013 and save €300
The pressure on IT to take cost out of the business has never been more intense. The IT Infrastructure & Operations (I&O) budget is a significant part of the overall IT budget and hence under the spotlight to optimize costs to free up money for innovation. There will also be more reliance on IT to deliver business efficiency and effectiveness. Thus, I&O Leaders will have to cope with more demands of improved availability, consumerization of IT, deliver rapid change and lower costs, all at the same time in an increasingly complex world.

At the Summit this year we not only discuss how to lower costs, but also discuss how I&O can become more relevant to the business by enabling agility — the ability to change at the pace of the business, without breaking something else. Furthermore, we will also be providing I&O leaders a framework to prioritize and manage their portfolio of services and investments to deliver value. This framework will be discussed in the context of the Nexus of Forces — social, mobile, cloud and information.
Discover...

- How IT operations and infrastructure management should organize, develop and measure their people and processes to improve operational efficiency
- How IT services and operations management tools and processes will evolve, and how IT organizations can exploit them to optimize IT operational business management
- Which ITOM frameworks, architectures and best practices should IT organizations adopt to achieve IT operational excellence
- Which vendors will play leading roles in the evolution of IT services and operations management
- How I&O leaders should design project plans, build the annual budget and improve overall IT I&O
- How I&O leaders should evaluate emerging technologies and assess whether they will benefit the organization
- What are the best approaches for aligning IT I&O within the business strategy
- What are the best practices and strategies to help I&O leaders manage their technology infrastructures and vendor portfolios to deliver IT services effectively

WHO SHOULD ATTEND?
Senior business and IT professionals including:
- IT Operations
- IT Infrastructure
- Quality Management
- Service Management
- Data Center Management
- Communications/Networking
- Mobility Management
- Application Management
- Facilities Management
- Business Continuity and Disaster Recovery
- Enterprise and IT Architecture

GARTNER PREDICTS
Through 2016, 70% of IT organizations will be using agile frameworks in addition to ITIL to design and improve their operations practices, up from 10% in 2012.
A Lowering Cost, Increasing Business Value
The journey of I&O alignment with the business has to start with business value. Cost is a language and value understood by the business and sometimes badly communicated by I&O. How should this business value be expressed? What role does cost reduction, cost transparency, chargeback and cost allocation models play in expressing business value? This track will include these aspects in addition to understanding how to manage and deliver business expectations.

B IT Operational Excellence
IT Operations Management (ITOM) is key to lower the TCO of managing a complex environment. Furthermore IT Operations Management enables organizations to harness the power of technology innovation in providing services to the business. However, ITOM is not all about technology, organizational structures, roles and responsibility and process frameworks contribute greatly to I&O’s success. This track will discuss all of these aspects in addition to technology to achieve the goal of “ValueOps”.

C Mobile, Client Computing and Networks
Work is no longer just confined to the office. More often than not we work on the road, in the airport and at home. Adapting to the needs of a more decentralized, remote and mobile workforce must be a priority for all I&O organizations and represents one of the biggest cultural challenges of the next five years. It is not easy to build mobile, networking and communications solutions that let the employee work from all these locations with multiple devices and means, with the ease and functionality equal to the best equipped office. This track will address the most pressing issues facing enterprise mobility, communications and their impact on the network in data centers or the cloud.

D Virtualization and Cloud Computing
Will Cloud Computing always lower costs? Does Virtualization take me to the Cloud? These are the questions on I&O Leaders minds. Cloud computing has emerged to be the hottest topic in the IT industry in recent years. However, it is seen as a double edged sword — on one hand it has the opportunity to lower capex and increase agility; on the other hand it provides the business the opportunity to by-pass IT. So how should I&O transform itself into a service broker in this multi-dimensional services world? This track, not only de-mystifies cloud but provides strategic advice on when, how to and how much, “cloudification” must be included in the I&O strategy, what does next-generation virtualization look like and some practical steps that I&O can implement today.

KEYNOTES

Gartner Opening Keynote: Dealing with Complexity Through Design-Centered IT
IT complexity is all around us. It’s reflected in the structure of our organizations, the design of our processes and the technologies that we implement. But complexity needn’t doom us to a future of declining IT service delivery effectiveness. This session looks at the intersection of complexity and design and provides insight into how IT organizations can thrive in an increasingly chaotic environment.
- How is complexity manifested within IT today
- What steps can be taken to address complexity in the short term
- How can complexity be dealt with from a strategic standpoint

Cameron Haight, Ian Head and Milind Govekar

Guest Keynote: Formula One: Data Driven Performance
Mark will will describe how the teams competing in Formula One motor racing have embraced the information revolution over the last 20 years. Initially data-systems were used to refine the performance of physical vehicles, but in the last decade there has been a shift away from real-world development and testing to immersion in a virtual environment. The use of data has had a profound effect on the sport, and we will look at its impacts, including a step-change in safety and risk management. Away from the race track, disruptive technologies such as social media are forcing F1 to overhaul the way in which it works with audiences and stakeholders, harnessing the power of information flows and facing some of the key challenges they represent.

Mark Gallagher, Formula One Industry Expert

Guest Keynote: Taming Tigers
What stops us adapting and thriving in an uncertain and “disrupted” environment? What stops our team and our leaders taking bold, innovative steps with us? Jim Lawless calls this mental phenomenon “The Tiger”. Jim’s inspirational Ten Rules for Taming Tigers have been used successfully in companies across the world. And he’s proven them personally. In 2010 he took the British freediving depth record — the first Brit to pass 100m on a single breath. In 2004 he won his bet with a client to become a jockey within 12 months of first sitting on a horse. It was all down to the Ten Rules for Taming Tigers. What will you do?

Jim Lawless, Author and CEO of Taming Tigers
Gartner analysts draw on the real-life challenges and solutions experienced by clients from 12,400 distinct organizations worldwide.

**MEET THE ANALYSTS**

**Monica Basso**  
Research VP  
Mobile Enterprise Strategy; Cloud Computing; Integrating Apple into the Enterprise; IT Strategic Planning; Virtualization

**Vivek Bhalla**  
Principal Research Analyst  
Network Change and Configuration Management; Network Fault and Availability Management; Network Performance Monitoring

**Jeff Brooks**  
Research Director  
ITIL and Process Improvement; Infrastructure and Operations Leaders

**Stewart Buchanan**  
Research VP  
Vendor Management; IT Budgeting; IT Asset Management; Program and Portfolio Management; Negotiating Software Contracts

**Will Cappelli**  
Research VP  
ITIL and Process Improvement; Data Center Modernization and Consolidation

**Philip Dawson**  
Research VP  
ERP Platform Selection; Virtualization and Consolidation Products and Vendors; Server Platform and Operating System Positioning; Heavily Virtualized and/or Private Cloud; Data Center Impact of Virtualization Initiatives

**Valdis Filks**  
Research Director  
Virtualization; Data Center Modernization and Consolidation; Business Continuity Management; Vendor Management; IT Cost Optimization

**Milind Govekar**  
Managing VP  
Cloud Computing; ITIL and Process Improvement; IT Cost Optimization; Virtualization; Infrastructure and Operations Leaders

**Cameron Haight**  
Research VP  
IT Strategic Planning; ITIL and Process Improvement; Cloud Computing

**Ian Head**  
Research Director  
ITIL and Process Improvement; Data Center Modernization and Consolidation; Cloud Computing; Infrastructure and Operations Leaders; IT Cost Optimization

**Nathan Hill**  
Research Director  
Desktop Virtualization; Client Computing Architectures; Virtualization; Thin Clients; PC Technologies

**Jonah Kowall**  
Research Director  
ITIL and Process Improvement; Communications Infrastructure Modernization; Infrastructure and Operations Leaders; Virtualization; Application Development

**Frank Ridder**  
Research VP  
Outsourcing; Cloud Computing; Vendor Management; Multisourcing Competencies

**Bettina Tratz-Ryan**  
Research VP  
Sustainability; Smart Government; Data Center Modernization and Consolidation; IT and Operational Technology Alignment; New Market Opportunities

**Leif-Olof Wallin**  
Research VP  
Mobile Enterprise Strategy; Unified Communications and Collaboration; Negotiating Software Contracts

**Michael Disabato**  
Research VP  
Mobile Enterprise Strategy; IT Organizational Design

**Alessandro Perilli**  
Research Director  
Virtualization; Data Center Modernization and Consolidation

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.
MONDAY 3 JUNE

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

08:00 – 08:45 Tutorial: Best Practices in Deploying HVDs — Lessons Learnt from the Field
Nathan Hill

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

10:00 – 10:30 Panel Discussion:

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

11:00 – 12:00 Trends That Will Increase Software Costs
Stewart Buchanan

12:00 – 13:00 Lunch in the Solution Showcase

Ian Head

14:30 – 15:00 Solution Provider Session

15:00 – 15:30 Refreshment Break in the Solution Showcase

15:30 – 16:00 Making IT Customers Accountable for IT Funding
Stewart Buchanan

16:15 – 17:00 End-User Case Study: Sanofi's IT Infrastructure’s Journey: Delivering Reduced IT Costs and Global Shared Services
Marcel Winkel, Head of IT Demand Management, Regional Service Delivery EMEA, Sanofi

17:15 – 18:15 Guest Keynote: Formula One: Data Driven Performance
Mark Gallagher, Formula One Industry Expert

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
Jeff Brooks

09:15 – 09:45 Solution Provider Session

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

10:15 – 11:15 Towards the Antifragile Infrastructure — Beyond Continual Improvement
Ian Head

11:30 – 12:00 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?
Pedro Enes, Head of Infrastructure and Telecommunications Services, EDP — Energias de Portugal

14:00 – 15:00 Managing Big Data Applications
Will Cappelli

15:00 – 15:30 Refreshment Break in the Solution Showcase

15:30 – 16:15 Guest Keynote: Taming Tigers
Jim Lawless, Author and CEO of Taming Tigers

16:15 – 17:15 Gartner Closing Keynote: High Points and Key Take-Aways from the 2013 EMEA IT Infrastructure & Operations Management Summit

17:15 Conference Close
Gartner for Technical Professionals Session

At the Summit, please refer to the agenda in the event guide provided, for the most up to date session and location information

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:

MATURE LEVEL

F Foundational: If you are at the early stages of your initiative, or are a newcomer to this space, these sessions will give you the necessary understanding and first steps.

A Advanced: If you are an advanced practitioner, these sessions are designed to take your initiative, or understanding, to the next level.

FOCUS

T Tactical: Sessions providing tactical information that can be used straight away, with a focus on “how to”, dos and don’ts, and best practices.

S Strategic: Sessions focusing on the strategic insight supporting the development and implementation of your action plan.

V Visionary: Sessions focusing on emerging trends, concepts, or technologies that will help you with your future planning and decisions.

PERSPECTIVE

B Business: Sessions geared toward business leaders, or IT professionals who need to understand the challenges and opportunities from a business, organizational, or cultural perspective.

T Technology: Sessions that address technical concepts, details, and analysis.

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Virtualization and Cloud Computing

Interactive Workshops

11:00 – 12:30 Workshop: Creating a Well Balanced Metrics Program for Your I/O Organization
Jeff Brooks and Vivek Bhalla

12:45 – 13:00 Application Performance Monitoring Magic Quadrant
Will Cappelli

15:30 – 17:00 Workshop: Heavily Virtualized and/or Cloud?
Philip Dawson and Valdis Filks

Roundtables

11:00 – 12:00 Roundtable: Technical Insights: BYOD Programs: Successes and Failures GTP
Michael Disabato

13:15 – 14:15 Roundtable: Network and Application Performance Monitoring
Jonah Kowall and Vivek Bhalla

15:15 – 16:15 Roundtable: Develop a Mobile Policy Outline
Leif-Olof Wallin

When to Consider a Second Virtualization Technology for Your Portfolio
Philip Dawson

Everything has Changed in Storage Technology and the Market
Valdis Filks

Implementing and Managing Cloud?
Follow These Top 10 Actions to Succeed
Milind Govekar

End-User Case Study: IT Infrastructure: Impact During Mergers and Acquisitions
Sajid Lokhandwala, Vice President, IT Infrastructure and Operations, EmiratesNBD

Solution Provider Session

Technical Insights: Cloud Management Platforms Comparison: BMC CLM 3.0 vs. MS SC 2012 SP1 vs. VMware vCloud Suite 5.1
Alessandro Perilli

08:00 – 09:00 Workshop: Using Public IaaS to Improve Reliability and Resiliency of Mission Critical Applications
Paul Lebouille, Gartner Consulting

08:00 – 09:00 Roundtable: IT Operational Analytics
Will Cappelli

DevOps — A Step by Step Implementation
Cameron Haight

10:00 – 11:30 Workshop: You Never Outsourced Your Infrastructure? Understand the Essentials of a Successful Approach
Frank Ridder

10:15 – 11:15 Roundtable: Cloud Best Practices
Milind Govekar

Solution Provider Session

12:30 – 14:00 Workshop: Technical Insights: Creating and Implementing a Bring Your Own Device Program
Michael Disabato

12:45 – 13:45 Roundtable: Storage Best Practices
Valdis Filks

End-User Case Study

Why Outsourced Infrastructure Services are Appealing: Outcomes, Trends and Best Practices
Frank Ridder

14:00 – 15:00 Roundtable: Virtualizing Complex Workloads
Philip Dawson

Milind Govekar and Ian Head

Assigned categories for each session are included in the descriptions on the following pages
Trends That Will Increase Software Costs

CIOs need to prepare for technologies that have the potential to increase software costs. We look at the cost impact of cloud, ubiquitous computing, virtualization, consumerization, the proliferation of mobile devices, BYOD programs and other trends that will impact software costs, so that CIOs can take action now.

- What are the key trends that will impact software costs and how?
- How can CIOs mitigate some of these risks and contain costs effectively?

Stewart Buchanan

Significantly Reducing I&O Costs: The Next Round

IT & O is typically 55 percent or more of the IT budget. While costs have often already been reduced significantly, intense budget pressures continue. Gartner has identified key areas to focus efforts in reducing costs further. For most, full implementation of these actions can reduce I&O costs by over 25% within three years.

- What have Gartner clients accomplished to date in reducing I&O costs?
- What are the major opportunities that remain to reduce I&O costs?
- How should IT prioritize I&O cost reduction opportunities?

Ian Head

Making IT Customers Accountable for IT Funding

CIOs need to satisfy business demand while justifying budgets against growing competition from external IT services suppliers. Business users increasingly want to buy internal IT as a service, but implementing chargeback can be fraught with challenges and objections. It’s time to collect money, not excuses.

- Is chargeback cost-effective and why is adoption growing?
- What is the best chargeback method, and why can’t my organization start using it right now?
- How do I develop cost transparency and build business trust by proving that costs are being accounted for accurately?

Stewart Buchanan

IT Operations Management: A Roadmap for Progress

I&O management practices have persisted despite minimal demonstrable progress. Those urgent technology investments usually result in minimal maturity improvement. In fact the I&O team can lead the charge for IT by aligning to the business. With appropriate investments I&O can provide enhanced value by becoming a broker of service to the business.

- What management mistakes do IT operations often repeat?
- How should IT operations best facilitate future change?
- What can I&O organizations do today to start showing value to the business?

Jeff Brooks

Towards the Antifragile Infrastructure — Beyond Continual Improvement

Antifragility is the principle that dynamic systems grow stronger when they respond to stresses in the right way. Risk, volatility and stress can be used to raise the long-term strength of our infrastructure and operations environment. This session introduces the subject and shows how to initiate a move to such a culture.

- What is Antifragility and how could this impact Infrastructure and Operations?
- Why are Antifragile concepts helpful for I&O Leaders?
- What are good first steps?

Ian Head

Managing Big Data Applications

Applications using NoSQL databases and big data analytics require operations to discover behavior patterns and manage trade-offs between latency, consistency, and resilience. This session explores how practices and tools must evolve and the readiness of organizations for the changes to application and database monitoring that the big data apps will require.

- How will NoSQL databases and big data analytics change performance management?
- How must performance and availability monitoring technologies evolve?
- How will Application Performance Monitoring organizations and processes change?

Will Cappelli
Top 10 Strategic Technologies for 2013: Will You be Able to Manage Them (Before They Manage You)?
Big Data. Cloud Computing. App Stores and Mobile Applications. The Internet of Things. These are a few of the developments that Gartner has identified as strategic for 2013. Will enterprises be able to prevent the unintended consequences arising from their adoption? We will explore the manageability implications of these new technologies.
• What are the key technologies for 2013?
• How will enterprises ensure their manageability?

Milind Govekar and Cameron Haight

Use Metrics to Change I&O Behavior to Focus on Business Goals
Spending too much time with metrics that don’t align to specific business goals? Alignment of metrics to goals and a balanced approach ensures you are measuring the value of IT on a multi-dimensional scale rather than producing flat productivity reports. Appropriate metrics and appropriate targeted dashboards, shows the value of IT to the business.
• How can I&O focus on using the right metrics?
• How can I&O show the value of services provided through metrics?
• How can the I&O use Dashboards to properly display value based metrics?

Jeff Brooks

Unix Against Linux: Survival of the Fittest
The market for x86 servers has experienced an investment boost, creating more uncertainty over the future of midrange non-x86 server platforms. Speculation over the future of Unix has increased, as organizations are betting on Linux. We examine the transformation Linux is going through in order to challenge Unix in most environments.
• What are the market forces that are driving the evolution of Unix and Linux?
• What strategies will vendors use to resist or accelerate the pace of Unix and Linux?
• How should organizations choose the most appropriate future platforms for mission-critical workloads?

Philip Dawson

How Network Performance Monitoring can be Leveraged to Understand Application Performance
How can network performance monitoring solutions provide a glimpse into the performance of most applications with user experience centricity. There are new approaches leveraging flow data, enhanced analytics, and other technologies to move network performance monitoring to a more proactive technology include control of delivery and optimization.
• What are the application support and network engineering issues?
• How do Network Performance and Application Performance technologies fit together?
• Which vendors and technologies provide these solutions?

Jonah Kowall and Vivek Bhalla

IT Operational Analytics: Big Data for the Data Center
The volume of ITOM data has increased 300 percent since 2006. In response, Global 2000 data centers spent close to $400 million on analytics technology for IT operations purposes, an amount that will double in 2013. This presentation will define the scope of IT operations analytics (ITOA) and explain how ITOA will impact ITOM in Global 2000 data centers.
• How are data centers responding to ITOA-related big data issues?
• How are analytics and database technologies evolving to cope with terabytes of IT operations data?
• How is ITOA disrupting organizations and processes?

Will Cappelli

Agile IT Operations: Looking Beyond ITIL
As businesses demand more agile application strategies, traditional interpretations of ITIL need to be adjusted to support a mix of development methodologies. ValueOps can be used to ensure that the key operations processes are able to cope with such an environment and avoid operations being seen as the slow-mover in service deployment.
• Should I&O embrace agile methodologies?
• How can ValueOps be used to guide operational process decisions?
• What are some Guiding Principles service managers should adopt in core process implementations?

Ian Head
Smartphones and Tablets in the Enterprise: Trends, Directions and Strategies

Many organizations have moved to a multi-platform Smartphone strategy in addition to supporting BYOD (Bring Your Own Device). 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

The Mobile Scenario: Understanding Mobile Trends Through 2017

Mobile devices and apps enable radical innovation, creating new opportunities, social habits and behaviors. New networking, operator, handset and ecosystem battles will become more intense, and new devices and applications will emerge and new services such as m-payment will enter the mainstream.

- 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?

Monica Basso

Workspace Aggregators — The Evolution of Client Computing in the Enterprise

Workspace Aggregators are among the most exciting technologies in Client Computing today. However, in order to succeed they must mature as an enterprise solution to deliver centralized control of end user services. They must address integration complexity with legacy systems and applications and justify investment to move beyond traditional PC management tools.

- What are Workspace Aggregators?
- What issues with do they address with traditional client computing?
- What challenges will organizations face as they look to embrace them?

Nathan Hill

Pocket Power — Smartphone and Tablets Trends and the Management Challenges Ahead

Each year, Gartner provides an update on the evolution of mobile devices, associated technologies and their respective operating systems. This session gives you an understanding of Smartphone developments and discusses various providers of devices and platforms.

- How will the technology evolve and mature during the next five years?
- How will the major providers fare during the next five years?
- How will the device management evolve over the next five years?

Leif-Olof Wallin

Software-Defined Networking: Radical Simplification of the Data Center, or Just Smoke and Mirrors?

SDN and OpenFlow promise to radically alter current network approaches by simplifying the design and operations of data center networks while driving down equipment costs. Uncover answers to questions such as:

- How do SDNs operate?
- What benefits can SDN bring to my data center?
- Which vendors are leading the development of SDN?

Jonah Kowall

Managing Mobile Devices in the Enterprise

Consumerization is driving non-standard mobile platforms in the enterprise. This presentation looks at the key enterprise mobile challenges and provides best practices and a strategy for organizing, creating policy, using vendors to manage mobility in the enterprise.

- How will mobile devices be managed in the enterprise?
- What are the key mobile trends that enterprises face?
- How do you secure mobile content and devices?

Monica Basso
When to Consider a Second Virtualization Technology for Your Portfolio

Virtualization initiatives are often a mix of new and refresh business, with different needs. Many clients are asking whether to extend the use of their current virtualization vendor, or take advantages of alternate vendors. With 70% of IT shops expecting a second virtualization vendor, heterogeneous virtualization has to be planned and managed.

• What factors are leading to requiring second virtualization vendors?
• What vendors do you consider or choose for what reason?
• How do you manage heterogeneous virtualization?

Philip Dawson

Everything has Changed in Storage Technology and the Market

Solid State Disks, open source software, industry standard components, cloud storage and integrated systems have changed the way customers buy and use storage. This presentation explains these changes and how to benefit from them.

• Storage costs
• Data center modernization and consolidation
• Changing the storage culture of the data center and IT operations

Valdis Filks

Implementing and Managing Cloud? Follow These Top 10 Actions to Succeed

Cloud computing has caused a storm in the IT industry and the business. Data centers and architectures are changing to enable agility, and drastically lower service delivery costs. Its impact is felt heavily in the IT infrastructure and operations (I&O) organization. We examine these areas of impact and advice what should an I&O organization do about it.

• What is the impact of hybrid cloud computing on I&O?
• What actions should I&O organizations take to minimize risks and maximize benefits?

Milind Govekar

Technical Insights: Cloud Management Platforms Comparison: BMC CLM 3.0 vs. MS SC 2012 SP1 vs. VMware vCloud Suite 5.1

This session provides an in-depth comparison between three cloud management platforms (CMPs): BMC Cloud Lifecycle Manager 3.0, Microsoft System Center 2012 Service Pack 1, and VMware vCloud Suite 5.1. The session highlights the key differences between the three CMPs in term of feature set and technical implementation.

• Which vendor offers an enterprise-grade CMP for large-scale production cloud environments?
• How do the weaknesses in each product constrain my capability to address different use cases?

Alessandro Perilli

DevOps — A Step by Step Implementation

Many cloud-based technology investments, are not really addressing the primary problem which is an IT culture that is too complex and inflexible thereby potentially negating the benefits of a cloud approach. This session examines the necessary steps to implement an effective DevOps strategy thus paving the way for an improved cloud outcome.

• From where do the ideas behind DevOps originate?
• What are the key steps to the implementation of a DevOps program?
• How can organizations measure the impact of their DevOps initiative?

Cameron Haight

Why Outsourced Infrastructure Services are Appealing: Outcomes, Trends and Best Practices

CIOs are driven by a challenging economy to reduce cost and to gain flexibility to enable business differentiation and growth. Infrastructure Outsourcing Services based on cloud and utility models promise to deliver exactly that. But is that reflecting the reality? Learn best practices for preparing a successful datacenter outsourcing journey.

• How does infrastructure outsourcing balance low-cost and high value IT services?
• What are the trends and their impacts in this space?
• What are best practices that help generating business value?

Frank Ridder
INTERACTIVE SESSIONS

During the Summit, we will offer various opportunities to network with other conference attendees through interactive sessions.

Limited Availability — Book Early
Roundtables and Workshops are restricted to a limited number of participants and are available to end-users only. Attendees will be accepted on a first-come, first-served basis. Reservations can be made through the online Agenda Builder tool.

Analyst-User Roundtables
Moderated by a Gartner Analyst, these Roundtables are a great forum for exchanging ideas and hearing what your peers are experiencing around a particular issue. Pre-registration is required. Reserved for end-users.

Technical Insights: BYOD Programs: Successes and Failures
Michael Disabato

Network and Application Performance Monitoring
Jonah Kowall and Vivek Bhalla

Develop a Mobile Policy Outline
Leif-Olof Wallin

IT Operational Analytics
Will Cappelli

Cloud Best Practices
Milind Govekar

Storage Best Practices
Valdis Filks

Virtualizing Complex Workloads
Philip Dawson

Workshops
Presented by Gartner, these workshops provide an opportunity to drill down on specific “how to” topics in an extended, small group session. The courses are designed for an intimate and interactive learning experience. Pre-registration required. Seats are limited. Reserved for end-users.

Creating a Well Balanced Metrics Program for your I&O Organization
Jeff Brooks and Vivek Bhalla

The Sustainable Data Center Framework
Bettina Tratz-Ryan

Heavily Virtualized and/or Cloud?
Philip Dawson and Valdis Filks

Using Public IaaS to Improve Reliability and Resiliency of Mission Critical Applications
Paul Lebouille, Gartner Consulting

You Never Outsourced Your Infrastructure? Understand the Essentials of a Successful Approach
Frank Ridder

Technical Insights: Creating and Implementing a Bring Your Own Device Program
Michael Disabato

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 I&O initiatives in Europe. The latest case study information will be added to the agenda as it is confirmed at gartner.com/eu/iom

Sanofi’s IT Infrastructure’s Journey: Delivering Reduced IT Costs and Global Shared Services
Marcel Winkel, Head of IT Demand Management, Regional Service Delivery EMEA, Sanofi

How Norges Bank Investment Management got Higher SLA’s, Brand New Data Centre and Cut IT Ops Costs by 50%
Daniel Bjørkman, Global Head of IT Infrastructure, Norges Bank Investment Management

Agility and Adaptability in a Disruptive World
John Robinson, IT and Infrastructure Director, Tata Global Beverages

IT Infrastructure: Impact During Mergers and Acquisitions
Sajid Lokhandwala, Vice President, IT Infrastructure and Operations, EmiratesNBD

Datacenter Sourcing Model: The Road to Agility?
Pedro Enes, Head of Infrastructure and Telecommunications Services, EDP — Energias de Portugal

MEET ONE-ON-ONE WITH A GARTNER ANALYST
Private 30-minute consultations with a Gartner analyst provide targeted, personalized advice to help you plan proactively and invest wisely (preregistration required).
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.

Access and manage your conference agenda, when and where you need to — Agenda Builder and Gartner Events Navigator Mobile App

**Agenda Builder**
*Customize and Manage Your Conference Experience*

Time is a critical resource. And managing it well throughout the event makes a huge difference. So it makes sense to schedule and organize all your sessions and activities with Agenda Builder — your online conference organizer. Use it to create and customize your very own conference curriculum, in synch with your needs and interests. Agenda Builder gives you the ability to organize your time at the conference around these essential criteria:

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**Event Approval Tools**

For use pre-event, on-site and post-event, our Event Approval Tools make it easy to demonstrate the substantial value of your Gartner event experience to your manager. They include a customizable letter, cost-benefit analysis, top reasons to attend and more.

Visit gartner.com/eu/iom for details.

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- Steve Bowe Philips  
  Operations and Data Centre Manager, University of Hertfordshire

- Peter Radig  
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