

Gartner IT Infrastructure & Operations Management Summit 2013



June 18 – 20 | Orlando, FL | gartner.com/us/iom

Delivering on your top priorities

Gartner IT Infrastructure & Operations Management Summit 2013 arms you with the strategies, techniques and best practices to help I&O decision makers derive greater value from existing processes and technologies, and proactively pursue new ones.

Use this document, organized by tracks, to see how this summit answers critical I&O questions, and provides the actionable insight you need to capitalize on opportunities and address challenges.

Track A | Delivering IT Operational Excellence and Business Value to the Enterprise

This track is designed for business and IT professionals responsible for:

- Mastering best practices frameworks, such as ITIL
- Driving further efficiencies and increasing effectiveness
- Increasing IT service availability and performance
- Navigating the IT operations management vendor landscape
- Strengthening business and end-user satisfaction

1 What IT operations management trends should organizations monitor through 2017?

A1. IT Operations Management: A Road Map for Progress
Jeffrey M. Brooks

A5. How Do You Know If You're Really Doing DevOps?
Cameron Haight

K2. Gartner Keynote: Dealing With Complexity via Design-Centered IT
Cameron Haight

K3. Gartner Keynote: The Impact of the Nexus of Forces on IT Infrastructure and Operations
Mike Chuba, David M. Coyle

A8. What Foursquare, Facebook and Final Fantasy Can Teach I&O
Jarod Greene

2 What are the best practices for IT operations management?

A3. Optimizing Complexity in the IT Service Delivery Chain
George Spafford

AUR10. DevOps Journey to Release Agility
Ronni J. Colville, Cameron Haight, George Spafford

AN1. To the Point: Event Correlation and Analysis and Business Service Management
Colin Fletcher

A5. How Do You Know If You're Really Doing DevOps?
Cameron Haight

AN6. To the Point: Embracing IT Financial Management in I&O
Robert Naegle

C2. Automation: The Lynchpin for Cloud and Data Centers
Ronni J. Colville

3 What is a successful approach to driving continuous improvement in IT operations?

A2. Organizing I&O: From Silos to Services, and Beyond
John Rivard

F4. Measure Value Through Metrics
Jeffrey M. Brooks

AUR21. ITIL Lessons Learned
George Spafford

A7. Achieve Greater Value Through NOC Transformation
Jeffrey M. Brooks, John Rivard

AUR9. Building an IT Operations Analytics Culture
Will Cappelli, Colin Fletcher

AUR12. Leading Your IT Infrastructure and Operations Staff Through the Transition to Cloud Computing
John Rivard

4 How do I navigate the IT operations management vendor landscape?

A4. Crash of the Titans: Three Scenarios That Change the ITOM Vendor Landscape
Ronni J. Colville

Theater Session: Gartner Magic Quadrant for Client Management Tools
Terrence Cosgrove

B3. Managing and Supporting Hosted Virtual Desktops
Terrence Cosgrove, Mark A. Margevicius

5 How will IT operations transform to become more business-service focused?

A6. Driving IT-Business Engagement From the Bottom Up
Jarod Greene, John Rivard

AUR4. Best Practices for the IT Service Desk
Jeffrey M. Brooks, Jarod Greene

A2. Organizing I&O: From Silos to Services, and Beyond
John Rivard

A3. Optimizing Complexity in the IT Service Delivery Chain
George Spafford

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Track B | Mobile, Client Computing and Wireless: I&O Needs for Corporate Mobility

This track is designed for business and IT professionals responsible for:

- Supporting mobile devices
- Developing a mobile strategy
- Planning for the next-generation client
- Navigating the mobile vendor landscape
- Leveraging hosted virtual desktops

1 What will be the key mobile and wireless technology and market trends through 2017?

B1. The Mobile Scenario: Understanding Mobile Trends Through 2017 *Ken Dulaney*

AUR5. Dealing With the Invasion of Consumer Technology *Ken Dulaney*

B7. Pocket Power: Smartphone and Tablet Trends, and the Management Challenges Ahead *Ken Dulaney*

AUR14. Macs in the Enterprise *Michael A. Silver*

B6. Building a Strategy for Enterprise and Cloud Unified Communications *Jay Lassman*

K3. Gartner Keynote: The Impact of the Nexus of Forces on IT Infrastructure and Operations
Mike Chuba, David M. Coyle

2 What are the best practices for mobile device management?

B3. Managing and Supporting Hosted Virtual Desktops
Terrence Cosgrove, Mark A. Margevicius

AN2. To the Point: Building a Robust Mobile Strategy — or Not? *Ken Dulaney*

B8. BYOD: Opportunity or Challenge? *Terrence Cosgrove*

AUR17. Managing the Next Generation of Client Computing
Terrence Cosgrove

Theater Session: Gartner Magic Quadrant for Client Management Tools *Terrence Cosgrove*

3 How are client computing architectures evolving over the next five years?

B4. Assessing your Client Computing Strategy: Dealing With Diversity in a Manageable Way *Mark A. Margevicius*

B5. Microsoft, Apple, Google and the Changing Face of Client Computing *Michael A. Silver*

B6. Building a Strategy for Enterprise and Cloud Unified Communications *Jay Lassman*

4 How do you determine whether hosted virtual desktops are right for you?

B2. Technical Insights: Desktop Virtualization — Tales From the Trenches *Chris Wolf*

B3. Managing and Supporting Hosted Virtual Desktops
Terrence Cosgrove, Mark A. Margevicius

AUR1. Hosted Virtual Desktops *Mark A. Margevicius*

W2. Workshop: Desktop Virtualization
Terrence Cosgrove, Mark A. Margevicius

Track C | Pragmatism on the Journey to the Cloud

This track is designed for business and IT professionals responsible for:

- Justifying investments in cloud computing
- Developing a short-term and long-term cloud strategy
- Understanding the nuances of private, public and hybrid cloud computing
- Navigating the cloud computing vendor landscape
- Learning how leading-edge organizations have successfully leveraged cloud computing
- Choosing how to source data center capacity — be it a hosted provider, cloud vendor or BYO

1 What are the keys to developing a robust cloud computing strategy?

C1. Shaping Private Clouds: Transforming Under Pressure
Thomas J. Bittman

C7. Securing Private, Public and Hybrid Cloud-Based Computing
Neil MacDonald

C4. Top 10 I&O Actions to Build and Manage Cloud Environments
Donna Scott

C6. Implementing Hybrid Public Cloud Solutions Today: Bumblebees Can Fly!
Bob Gill

C8. Hybrid Clouds and Hybrid IT: The Next Frontier
Thomas J. Bittman

AUR13. Securing Virtualized Data Centers
Neil MacDonald

2 What are the use cases for public, hybrid and private cloud?

AUR2. Approaches to Security When Using Cloud Services
Neil MacDonald

C3. Technical Insights: Understanding the True Costs of Moving Applications to the Public Cloud
Nik Simpson

C1. Shaping Private Clouds: Transforming Under Pressure
Thomas J. Bittman

AN3. To the Point: The Coming of Disaster Recovery as a Service
Kevin Knox

AUR7. Recovery in the Cloud
Kevin Knox, Robert Naegle

C4. Top 10 I&O Actions to Build and Manage Cloud Environments
Donna Scott

AUR3. Cloud Storage Experiences
Alan Dayley, Stanley Zaffos

3 What are the best practices and strategies for managing cloud environments?

C7. Securing Private, Public and Hybrid Cloud-Based Computing
Neil MacDonald

AUR2. Approaches to Security When Using Cloud Services
Neil MacDonald

C4. Top 10 I&O Actions to Build and Manage Cloud Environments
Donna Scott

AUR7. Recovery in the Cloud
Kevin Knox, Robert Naegle

C2. Automation: The Lynchpin for Cloud and Data Centers
Ronni J. Colville

AUR12. Leading Your IT Infrastructure and Operations Staff Through the Transition to Cloud Computing
John Rivard

AUR3. Cloud Storage Experiences
Alan Dayley, Stanley Zaffos

Theater Session: Gartner Magic Quadrant for Cloud Infrastructure as a Service
Bob Gill

4 What is the optimal process in deciding how to source data center capacity?

E1. Useful Lessons to Be Learned From the Megadata Centers Such as Google and Facebook
Carl Claunch

E2. The Infinite Data Center: Using Technology and Process to Never Build Again
David J. Cappuccio

AN5. To the Point: Making the Most of Modular Solutions
Jeffrey Hewitt

AN3. To the Point: The Coming of Disaster Recovery as a Service
Kevin Knox

C6. Implementing Hybrid Public Cloud Solutions Today: Bumblebees Can Fly!
Bob Gill

C8. Hybrid Clouds and Hybrid IT: The Next Frontier
Thomas J. Bittman

AUR16. Best Practices in Data Center Design and Retrofit
David J. Cappuccio

Track D | NEW! Big Data Will Drive Big Changes in I&O

This track is designed for business and IT professionals responsible for:

- Developing a big data I&O architecture
- IT operations analytics for big data
- The business value of big data
- Short- and long-term big data strategies for I&O
- Managing big data infrastructure
- Big data and security

1 What are the key points to consider when developing a short-term and long-term big data strategy for I&O?

K3. Gartner Keynote: The Impact of the Nexus of Forces on IT Infrastructure and Operations
Mike Chuba, David M. Coyle

D4. Big Data Infrastructure in 2013 and Beyond
Sheila Childs, Stanley Zaffos

D1. The Business Value of Big Data *Sheila Childs*

AUR11. Big Data: Do You Have It, and What Are You Doing About It? *Sheila Childs, Stanley Zaffos*

2 What technologies and best practices are emerging that can manage big data infrastructure challenges?

D2. IT Security and Operations Are Becoming Big Data Problems *Neil MacDonald*

E5. Storage Scenario: Approaching the Gateway of a New Era *Dave Russell, Stanley Zaffos*

AN4. To the Point: Managing Unstructured Data — Shine a Light on Your Dark Data *Alan Dayley*

D6. Big Data = Big Volume: How Organizations Are Managing Uncontrolled Data Growth *Alan Dayley*

D7. Big Data = Big Backup Challenges *Dave Russell*

F7. Getting the Most From Your Storage Vendor Relationships *Stanley Zaffos*

3 How can I leverage my current storage infrastructure to start my journey towards big data?

D4. Big Data Infrastructure in 2013 and Beyond
Sheila Childs, Stanley Zaffos

E5. Storage Scenario: Approaching the Gateway of a New Era *Dave Russell, Stanley Zaffos*

D7. Big Data = Big Backup Challenges *Dave Russell*

F7. Getting the Most from Your Storage Vendor Relationships *Stanley Zaffos*

E6. Best Practices for Managing Integrated Systems
Jeffrey Hewitt

Theater Session: Gartner Magic Quadrant for Enterprise Information Archiving *Sheila Childs*

4 What technologies and best practices are available for big data analytics?

K3. Gartner Keynote: The Impact of the Nexus of Forces on IT Infrastructure and Operations
Mike Chuba, David M. Coyle

D8. IT Operations Analytics: Big Data for the Data Center
Will Cappelli

D5. Managing Big Data Applications *Will Cappelli*

AUR9. Building an IT Operations Analytics Culture
Will Cappelli, Colin Fletcher

AN4. To the Point: Managing Unstructured Data — Shine a Light on Your Dark Data *Alan Dayley*

Track E | Climbing the Stairway to Data Center Modernization

This track is designed for business and IT professionals responsible for:

- Planning for the next-generation data center
- Deciding on the appropriateness of data center modular designs, and even containers
- Choosing how to source data center capacity — be it a hosted provider, cloud vendor or BYO
- The integration of fabric-based solutions into your infrastructure
- The explosive growth in data storage, and how to manage and fund that growth
- The shift from high-end arrays to scale-out storage architectures
- What role solid state devices (SSDs) should play in the storage hierarchy
- Ensuring the ongoing resilience of critical business processes across the enterprise

1 How should organizations plan for the next-generation data center?

E1. Useful Lessons to Be Learned From the Megadata Centers Such as Google and Facebook *Carl Claunch*

E2. The Infinite Data Center: Using Technology and Process to Never Build Again *David J. Cappuccio*

E3. Software-Defined Networking: Not a Question of If, but of When and How *Joe Skorupa*

AN5. To the Point: Making the Most of Modular Solutions *Jeffrey Hewitt*

AUR16. Best Practices in Data Center Design and Retrofit *David J. Cappuccio*

AUR20. Data Center Networking Architectures *Joe Skorupa*

2 How will server design and architecture impact my organization in the next five years?

E1. Useful Lessons to Be Learned From the Megadata Centers Such as Google and Facebook *Carl Claunch*

E4. Technical Insights: Virtual Infrastructure Platforms — What the Vendors Aren't Telling You *Chris Wolf*

E6. Best Practices for Managing Integrated Systems *Jeffrey Hewitt*

E7. Discontinuities and Opportunities at the Forks in the Road *Carl Claunch*

3 What business trends will affect storage in the next five years?

E5. Storage Scenario: Approaching the Gateway of a New Era *Dave Russell, Stanley Zaffos*

D4. Big Data Infrastructure in 2013 and Beyond *Sheila Childs, Stanley Zaffos*

D6. Big Data = Big Volume: How Organizations Are Managing Uncontrolled Data Growth *Alan Dayley*

D7. Big Data = Big Backup Challenges *Dave Russell*

AUR6. Backup/Recovery Modernization *Dave Russell*

Theater Session: Gartner Magic Quadrant for Enterprise Information Archiving *Sheila Childs*

AUR18. Storage Infrastructure Modernization *Dave Russell, Stanley Zaffos*

4 What are the best practices for managing recovery and continuity programs across diverse geographies, cultures and time zones?

E8. Global Disaster Recovery Strategies *Kevin Knox*

AUR7. Recovery in the Cloud *Kevin Knox, Robert Naegle*

AUR6. Backup and Recovery Modernization *Dave Russell*

AN3. To the Point: The Coming of Disaster Recovery as a Service *Kevin Knox*

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Track F | NEW! Cost Optimization in I&O: Thriving During Challenging Times

This track is designed for business and IT professionals responsible for:

- Driving innovation within IT infrastructure and operations and the business
- Demonstrating the value of IT infrastructure and operations
- Reducing the cost of IT infrastructure and operations
- Changing the culture of IT operations

1 How can IT operations demonstrate their value to the business?

F4. Measure Value Through Metrics *Jeffrey M. Brooks*

K2. Gartner Keynote: Dealing With Complexity via Design-Centered IT *Cameron Haight*

K3. Gartner Keynote: The Impact of the Nexus of Forces on IT Infrastructure and Operations
Mike Chuba, David M. Coyle

A2. Organizing I&O: From Silos to Services, and Beyond
John Rivard

A6. Driving IT-Business Engagement From the Bottom Up
Jarod Greene, John Rivard

2 What are the best practices to help reduce I&O costs?

AUR8. IT Infrastructure and Operations Cost Reduction
Jay E. Pultz

F1. Using the Gartner Total Cost of I&O Model to Reduce Costs *Jay E. Pultz*

AN6. To the Point: Embracing IT Financial Management in I&O *Robert Naegle*

AUR16. Best Practices in Data Center Design and Retrofit
David J. Cappuccio

AUR19. Best Practices in Enterprise Communications Cost Reduction *Jay Lassman*

F5. Technical Insights: Cost Modeling a Private Cloud
Nik Simpson

F8. Strengthen Your Core Network Management Disciplines to Reduce Costs and Improve Service Levels
Colin Fletcher, Robert Naegle

3 How can we better manage our vendors to drive value and reduce costs?

F2. Licensing Users and Their Devices to Use Windows and Office: SA, HVD/VDI and BYO *Michael A. Silver*

F7. Getting the Most From Your Storage Vendor Relationships *Stanley Zaffos*

K5. Gartner Keynote: The 10 Critical Trends and Technologies Impacting IT in the Next Five Years
David J. Cappuccio

A4. Crash of the Titans: Three Scenarios That Change the ITOM Vendor Landscape *Ronni J. Colville*

B5. Microsoft, Apple, Google and the Changing Face of Client Computing *Michael A. Silver*

AUR14. Macs in the Enterprise *Michael A. Silver*

4 How can I leverage IT financial management to optimize costs?

AN6. To the Point: Embracing IT Financial Management in I&O *Robert Naegle*

AUR15. ITFM Adoption Rates, Successes and Roadblocks for I&O Implementations *Kevin Knox, Robert Naegle*

F1. Using the Gartner Total Cost of I&O Model to Reduce Costs *Jay E. Pultz*