

Gartner IT Infrastructure & Operations Management Summit 2013

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



AGENDA AT A GLANCE

F Foundational **A** Advanced **T** Tactical **S** Strategic **B** Business **IT** Technology **BP** Business Process **ET** Emerging Technologies

MONDAY, JUNE 17

3:00 p.m.	Registration
4:00 p.m.	W0. Workshop: Kanban for DevOps — How a Service Delivery Approach Helps Unify Teams and Promote Cross-Functional Collaboration <i>Dominica DeGrandis, Independent Consultant</i> (4:00 – 6:00 p.m.) W2. Workshop: Desktop Virtualization <i>Terrence Cosgrove, Mark A. Margevicius</i> (4:00 – 5:30 p.m.)
	W1. Workshop: Using the Gartner I&O Maturity Model to Road Map Improvements <i>Robert Naegle, Jay E. Pultz</i> (4:00 – 5:30 p.m.) W3. Workshop: Building a Strategy and Business Case for Unified Communications <i>David M. Coyle, Jay Lassman</i> (4:00 – 5:30 p.m.)

TUESDAY, JUNE 18

7:00 a.m.	Registration, Continental Breakfast												
8:00 a.m.	Welcome Address												
8:15 a.m.	K1. Gartner Opening Keynote What Does the Future Hold for Infrastructure and Operations? A Five-Year Scenario <i>Donna Scott, Vice President and Distinguished Analyst</i>												
9:00 a.m.	K2. Gartner Keynote Dealing With Complexity via Design-Centered IT <i>Cameron Haight, Vice President</i>												
10:00 a.m.	K3. Gartner Keynote The Impact of the Nexus of Forces on IT Infrastructure and Operations <i>Mike Chuba, Vice President and Conference Co-chair; David M. Coyle, Managing Vice President and Conference Co-chair</i>												
10:45 a.m.	K4. Guest Keynote The Five BIG Secrets of the World's Best Business Leaders <i>Jason Jennings, Best-Selling Author and Authority on Leadership, Growth and Innovation</i>												
	<table border="1"> <tr> <th>Track A</th> <th>Track B</th> <th>Track C</th> <th>Track D</th> <th>Track E</th> <th>Track F</th> </tr> <tr> <td>Delivering IT Operational Excellence and Business Value to the Enterprise</td> <td>Mobile, Client Computing and Wireless: I&O Needs for Corporate Mobility</td> <td>Pragmatism on the Journey to the Cloud</td> <td>Big Data Will Drive Big Changes in I&O</td> <td>Climbing the Stairway to Data Center Modernization</td> <td>Cost Optimization in I&O: Thriving During Challenging Times</td> </tr> </table>	Track A	Track B	Track C	Track D	Track E	Track F	Delivering IT Operational Excellence and Business Value to the Enterprise	Mobile, Client Computing and Wireless: I&O Needs for Corporate Mobility	Pragmatism on the Journey to the Cloud	Big Data Will Drive Big Changes in I&O	Climbing the Stairway to Data Center Modernization	Cost Optimization in I&O: Thriving During Challenging Times
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WEDNESDAY, JUNE 19

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8:00 a.m.	K5. Gartner Keynote The 10 Critical Trends and Technologies Impacting IT in the Next Five Years <i>David J. Cappuccio, Vice President</i>						
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