

Focus. Connect. Lead.

Conference Summary Report:

Infrastructure & Operations: Data Center, Server, Storage and IT Operations

The theme of this year's Gartner Symposium/ITxpo was **Focus. Connect. Lead.** A nexus of four disruptive technologies — social, mobile, cloud and information — is revolutionizing business, changing the enterprise ecosystem and placing greater demands on decision-makers to drive value and deliver positive business outcomes. More than ever, IT leaders must acquire a new ability to **focus** on the issues that matter, **connect** people and ideas and **lead** with creativity and confidence.



Contents

I&O track introduction	2
Audience highlights	2
Key take-aways	3
Things to watch out for	4
What attendees asked about	5
Mark your calendar	6
Sponsors	7

This summary report takes a high-level view of the concepts, strategies and leadership skills designed to help attendees of the Infrastructure & Operations: Data Center, Server, Storage and IT Operations track address critical trends, technologies and management issues facing IT infrastructure and operations in this new era — from DevOps and managing cloud environments to data center consolidation, storage infrastructure, big data and more. We have highlighted critical take-aways and hot-topic areas that should be on your radar in the coming months, and have provided a brief summary of the key concerns related to data center, servers, storage and IT operations that attendees raised on-site.



Infrastructure & Operations: Data Center, Server, Storage and IT Operations track introduction

Developing and managing a flexible, dynamic and connected infrastructure is a top priority driving IT strategy. In this year's track, attendees examined what steps to take to hasten the development of this new environment so that they can better focus, connect and lead. Up for discussion: how the growing forces of social, mobility and information are changing the I&O planning conception to an elastic capacity model that can be implemented and deployed at a much faster rate than traditional approaches. Attendees looked at the best way to leverage private/hybrid cloud, fabric-based infrastructure, modern information intelligence and increased operational efficiencies through new organizational dynamics.



Audience highlights

1,600+ CIOs **350+ sessions**
140 solution providers **4,100+ total attendees** 370 Sym Club members (attended three or more consecutive years)
1,200+ organizations
120 Gartner analysts

“I found this conference to be an incredible wealth of nonbiased information that will help me deliver to my customers what they expect — before they expect it.”

K. Hoffman, XaaS Product Manager, SAIC

“I always leave Gartner Symposium/ITxpo smarter than I was when I arrived. I feel like I get a window into the future here.”

T. Davis-Muffett,
Director, Public Sector,
NetApp

Key take-aways

Integrated systems

There's a growing interest in integrated systems to speed deployment, simplify operations and maximize performance. Gartner has been covering this trend for more than three years as fabric-based infrastructures. In informal polls, users stated that they were intrigued by the possibilities for ROI, but have yet to do a thorough analysis.

Appliances

Appliances are a growing concern — both physical and, more recently, virtual. Most Gartner Symposium/ITxpo 2012 attendees have had experience with hardware- and function-specific appliances, but they expressed an emerging interest in virtually integrated appliances on host systems that are run for general purpose applications.

Private cloud

A successful private cloud computing strategy requires more than just technology. People, process and a changing relationship with business are critical issues to consider. IT infrastructure and operations leaders should also be ready to recognize that cloud management is a new control point for data center services.

Enabling the business

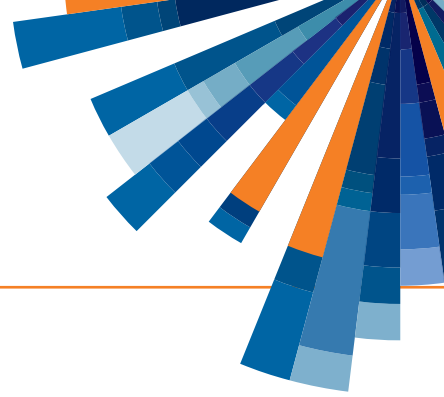
I&O leaders should evaluate how their organization can become a broker of services. Start by including services provided by outside suppliers into your portfolio. Ensuring your end user has the ability to choose the most appropriate service from the most appropriate supplier is an excellent way to demonstrate that the I&O team understands the needs of the business.

Missed a session or want to see those “aha” moments again?

All full-conference attendees receive free online streaming of available sessions from the event for one year! High-quality recordings feature synchronized video, audio and slides.

Visit gartnereventsondemand.com for more information.





Key take-aways

Servers

Cloud and fabric-based infrastructures will be an impetus to redefine our current concept of the traditional server. Servers as static, fixed and finite objects will no longer be a sufficient paradigm to manage the fast-changing IT environment.

Storage

Storage will remain the focus of operational excellence because it is the most difficult resource to manage effectively in a data center. The good news is that improvements in storage virtualization, SSDs, electronics and algorithms are beginning to keep pace with evolving needs, staff and budget constraints. With that in mind, users should take a top-down approach to redesigning their storage service offerings, operational procedures and storage infrastructure.

“The [nexus] forces challenge us to think about shadow IT and how to engage those stakeholders, as well as embrace these technologies within the enterprise in a safe and scalable fashion.”

C. Steinberg, CIO, Nassau BOCES



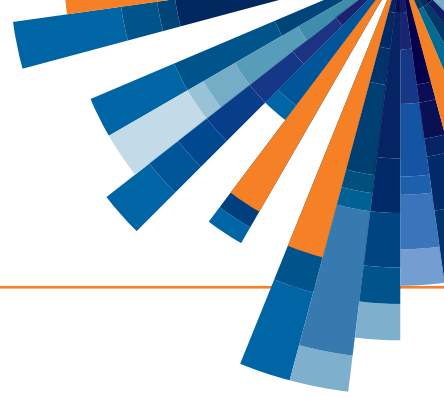
Things to watch out for

Vendor strategies

Watch for vendors jockeying for position vis-à-vis go-to market strategies, partnerships and key acquisitions — all designed to help them grow their share of integrated systems. Vendors are shaping strategies so that these systems can be deployed as on-premise cloud and infrastructure as a service.

Internet of Things

The Internet of Things is a concept that describes how the Internet will expand as physical items such as consumer devices and physical assets are connected to the Internet. Even though the concept has been around for years, there has been a recent acceleration in the number and types of things that are being connected and in the technologies for identifying, sensing and communicating. Key advances include: embedded sensors, image recognition and NFC payment.



Things to watch out for

Horizontal vs. vertical skills

The explosion of social media, virtualization and the dramatic increases in data center complexity have highlighted a significant issue within IT organizations today. Most IT departments are organized vertically based on skill set (e.g., server team, storage team), but in a highly virtualized environment, the identification of problems is done horizontally. Aggressive IT shops are now looking to create horizontal teams, or at least motivate staff to broaden their skill sets and overall value to the company.

“This conference has been helpful on many levels, from the networking to product selection to strategic planning.”

R. Ficoturo,
ITPS Engagement Manager,
Wawa

What attendees asked about

Attendees were concerned about how to compare fabric-based infrastructure approaches and integrated systems from Cisco, IBM, HP, VCE, Dell, Cisco/NetApp Flexpod. In addition to the advice provided on-site, our analysts encouraged attendees to familiarize themselves with Gartner research in this area, particularly on the evolving nature of the fabric resource pool manager.



Mark your calendar

Help shape Gartner Symposium/ITxpo 2013

Planning for Symposium/ITxpo 2013 is already under way, and your input is critical. If there is something you'd like to share with us regarding any aspect of the event — an idea or suggestion that may have occurred to you since you completed your evaluation form — please email daniel.winterbottom@gartner.com.

Thank you for your feedback, and we look forward to seeing you again next year at a global Gartner Symposium/ITxpo 2013 event:



Dubai, UAE
5 – 7 March
New location!



Cape Town, South Africa
16 – 18 September



Orlando, Florida
6 – 10 October
Takes place two weeks earlier next year!



Tokyo, Japan
16 – 18 October



Goa, India
21 – 23 October



Gold Coast, Australia
28 – 31 October



São Paulo, Brazil
4 – 6 November



Barcelona, Spain
11 – 14 November

Plan ahead

[View the full 2013 Gartner Events Calendar](#)



Gartner.



Thank you to our 2012 Sponsors

View the full Sponsor listing here ►

Premier Sponsors



Marketplace Sponsors

