

# Agenda at a Glance

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## Sunday, June 13

3:00 p.m. Registration

4:00 p.m. Workshop: Infrastructure and Operations Maturity Model  
*Deb Curtis, David M. Coyle*

Workshop: Optimizing Infrastructure and Operations Costs  
*John P. Morency, Michael A. Silver*

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## Monday, June 14

7:00 a.m. Registration and Breakfast

8:00 a.m. Welcome Address *David M. Coyle, Mike Chuba*

8:15 a.m. **K1. Gartner Keynote** Strategies for Infrastructure and Operations Success in the New Decade *David J. Cappuccio*

9:30 a.m. **K2. Gartner Keynote** The Business Value of Infrastructure and Operations *Raymond Paquet*

	<b>Track A</b> Driving Excellence in IT Operations Management	<b>Track B</b> Leveraging and Extending Your Investments in Virtualization	<b>Track C</b> Exploiting Clouds From Both Sides Now and in the Future	<b>Track D</b> Demonstrating the Business Value of I&O	<b>Track E</b> The Evolving Infrastructure Landscape
10:45 a.m.	A1. The Future of IT Operations Management <i>Donna Scott</i> <b>F S</b>		C1. Private Cloud Computing and the Future of Infrastructure <i>Thomas J. Bittman</i> <b>F A S</b>	D1. Turning Unified Communications Into Business Value <i>Bern Elliot</i> <b>F A S</b>	E1. Rearchitecting Backup and Recovery <i>Dave Russell</i> <b>A P</b>
11:45 a.m.	Attendee Lunch and Solution Showcase Dessert Reception				
1:45 p.m.	A2. Best Practices for a World-Class Data Center Operations Command Center <i>David Williams, Ed Holub</i> <b>F P</b>	B1. You've Virtualized Your x86 Servers...So What's Next? <i>Philip Dawson</i> <b>A S P</b>	C2. Cloud Storage: Developing Strategies and Road Maps <i>Stanley Zaffos</i> <b>P</b>		E2. The Big Migration: Windows 7 and Office 2010 <i>Michael A. Silver</i>
3:00 p.m.	Solution Provider Sessions				
4:15 p.m.	A3. Navigating the IT Operations Management Vendor Landscape <i>Deb Curtis, Donna Scott</i> <b>F S</b>	B2. Hosted Virtual Desktops: Issues, Implementations and Infrastructure <i>Mark A. Margevicius</i> <b>S</b>		D2. Demonstrating the Business Value of Storage <i>Dave Russell</i> <b>F S</b>	E3. From Today's Racks and Blades to Tomorrow's Fabrics: The Future of Server Platforms <i>Carl Claunch</i> <b>A S</b>
5:30 p.m.		B3. Virtualization and Your Network: From the Data Center to the Mobile Desktop <i>Mark Fabbi</i> <b>A S</b>	C3. Managing the Virtual Data Center: Architecture and Best Practices <i>Cameron Haight</i> <b>S P A</b>	D3. Optimizing IT Operations Management Costs While Meeting Business Service-Level Requirements <i>David M. Coyle, David Williams</i> <b>P</b>	E4. Best Practices in Data Center and Server Consolidation <i>John R. Phelps, Mike Chuba</i> <b>P</b>
6:30 p.m.	Solution Showcase Evening Reception				

## Tuesday, June 15

7:00 a.m. Registration and Breakfast

7:00 a.m. Birds-of-a-Feather Networking Breakfast

8:00 a.m. A4. Delivering Integrated IT Service and Support *David M. Coyle* **A P**

B4. The impact of PC Virtualization on Management and Deployment *Mark A. Margevicius, Ronni J. Colville* **A S**

C4. Server Virtualization: From Virtual Machines to Clouds *Thomas J. Bittman* **A S**

D4. The 4 P's of Running IT Operations Like a Business: Products, Packaging, Pricing, Promotion *Deb Curtis, Ed Holub* **F A P**

9:15 a.m. Solution Provider Sessions

10:30 a.m. A5. The CMDB – From Hype to Reality *Ronni J. Colville* **P**

B5. Use Storage Virtualization Capabilities to Drive Lower Storage Costs *Robert E. Passmore* **P**

C5. Building the Private Cloud With Real-Time Infrastructure Architectures *Donna Scott* **A S**

E5. Best Practices in Data Center Design and Modernization *David J. Cappuccio* **F A S P**

11:30 a.m. Attendee Lunch and Solution Showcase Dessert Reception

1:30 p.m. **K3. Gartner Keynote** Infrastructure Convergence: Challenges and Opportunities **Moderator: Raymond Paquet**  
**Speakers: Carl Claunch, Mark Fabbi, Stanley Zaffos**

2:30 p.m. Solution Provider Sessions

3:45 p.m. End-User Case Study

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4:45 p.m. Solution Provider Sessions

5:30 p.m. A6. Best Practices for Achieving Operations Excellence With ITIL Version 3 *Ed Holub* **P**

B6. A Recovery, Continuity and Resiliency Five-Year Scenario *John P. Morency, Bill Malik* **F A S**

D5. Demonstrating the Business Value of Client Computing *Michael A. Silver* **F S**

6:30 p.m. Hospitality Suites

## Wednesday, June 16

7:00 a.m. Registration

7:00 a.m. Birds-of-a-Feather Networking Breakfast

8:00 a.m. A7. Using IT Automation to Increase Efficiency and Reduce Risk *David Williams* **A P**

B7. The TCO Investments to Realize Virtualization Benefits *Philip Dawson* **A P**

C6. Improving IT Operations Resiliency via Colocation and Cloud Services *John P. Morency* **P**

E6. Storage and Networking Fabric Convergence: Future Scenario *Robert E. Passmore, Mark Fabbi* **A S**

9:15 a.m. Solution Provider Sessions

10:00 a.m. A8. Change and Release Management: Best Practices for Synchronizing, From Development to Operations *Ronni J. Colville* **P**

C7. Management of Next-Generation Virtualization and Cloud Infrastructures: A Review of Providers and Standards *Cameron Haight* **P**

D6. Applying Pattern-Based Strategy to Infrastructure and Operations *Bill Malik* **F A S**

E7. Improving Energy Efficiency in the Data Center Now and in the Future *John R. Phelps* **A S**

11:15 a.m. **K4. Gartner Keynote** The Changing Paradigm for I&O: Top Trends You Must Plan For *David M. Coyle, Mike Chuba*

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**Cost Optimization:** Focuses on how to manage costs and free up budget dollars for new projects and initiatives.

**Sessions include:** B6, B7, C2, D2, D3, D5, D6, E3 and E4

**Emerging Technologies:** Highlights emerging and potentially game-changing technologies.

**Sessions include:** B2, B3, B4, B6, C5, D1, E1, E3, E6 and E7

**Best Practices:** Presents I&O best practices rich in tactical information for immediate application.

**Sessions include:** A2, A4, A5, A6, A8, B2, B4, B6, C6, D4, D6, E2, E3, E4 and E5

## Analyst-user roundtables

Lively exchanges with your peers, moderated by Gartner analysts.

**Topics include:**

ITIL Implementation Best Practices and Lessons Learned

Best Practices in Data Center Design and Retrofit

IT Service Catalogs

Data Center Networking Architectures

Achieving High Availability in a Virtualized Environment

Recovery in the Cloud

Storage Infrastructure Modernization

Increasing the Quality and Decreasing the Cost of the IT Service/Help Desk

Server Provisioning and Configuration Management: the Journey to RTI

Leading-Edge Virtualization and Private Cloud Computing

Was Unified Communications as Easy and Wonderful as Promised?

Windows 7 and Office Migration

Backup/Recovery Modernization

Managing the Movement From Virtualization to the Cloud

Hosted Virtual Desktops

CMDB: It's Not Too Late to Get It Right

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