

EARLY-BIRD SAVINGS

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Gartner IT Infrastructure, Operations & Management Summit 2010

June 14 – 16 • Orlando, FL • gartner.com/us/iom

Consolidation IT Operations **Virtualization** Private Cloud ITIL and CMDB

Getting Maximum Business Value From Cloud,
Virtualization and Other Game Changers

CONFERENCE CO-CHAIRS



Mike Chuba
Vice President
Gartner Research



David M. Coyle
Vice President
Gartner Research

- Determine your next steps with cloud computing and virtualization.
- Respond to changing business requirements.
- Manage and leverage your virtualization investments.
- Assess emerging technologies and their impact.
- Show how I&O supports, addresses and solves mission-critical business goals.

A GARTNER FOR IT LEADERS SUMMIT

Gartner
IT Infrastructure,
Operations &
Management
Summit 2010



Summit Overview

Who should attend

IT professionals with responsibility for:

- IT infrastructure
- IT operations
- The data center
- Storage
- IT architecture
- Asset management
- Facilities
- Business continuity
- Disaster recovery
- Networking

Business executives, including:

- Managers, project leaders and planners
- Technology providers involved in developing, marketing and maintaining products and services to improve IT infrastructure and operations manageability
- Anyone interested in strengthening business through improved IT services

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Everything you need for people, process and technology improvements in 2010

Game-changing innovations like cloud computing and virtualization create new opportunities to improve business and respond to challenges as environments become more dynamic, complex and interdependent.

At a time when every IT dollar counts, the **Gartner IT Infrastructure, Operations & Management Summit** provides strategic guidance and pragmatic recommendations to make your IT services faster, more agile and more affordable.

Our team of analysts will help you prepare for a new decade of business activity. Discover how to leverage the right technologies to plan, prioritize and execute critical infrastructure projects that will deliver higher value and superior services.

“ Experience newly developed research presented for the very first time. ”

New and notable for 2010

Because now, more than ever you're striving to align to the goals of the business, and we've sharpened our focus to meet that critical need. In-depth content guides you to the best ways to improve the delivery of IT services across your enterprise. New features:

- New conference tracks this year: Demonstrating the Business Value of I&O, Cloud Computing and The Evolving Infrastructure Landscape
- Foundational, advanced, practical and strategic sessions identified throughout the agenda
- Newly developed Gartner research presented for the first time, highlighting best practices, cost justification and emerging technologies
- Next-step recommendations and related research delivered at the end of each analyst-led presentation, designed to advance your I&O initiatives further and faster
- Hands-on interactive workshops (registration is required and participation is limited to 40)

Benefits of Attending

Every IT organization faces unique operational challenges and budget pressures. We can help!

Here's the insight you need to anticipate change, meet business goals and become a top-notch service delivery organization—not just a silo.

- Select the right **strategic technologies** and understand how they'll evolve in the near future.
- Develop a pragmatic approach for showing how I&O supports **business goals**.
- Separate hype from reality when it comes to **cloud computing**.
- Drive new efficiencies and cost savings in your **virtualized environment**.
- Respond to aging infrastructures and address the challenges of **I&O modernization**.
- Leverage the **best practices** of leading-edge adopters of private cloud computing.
- Better understand the attributes of the **public cloud** that IT organizations can leverage for internal data centers.
- Prioritize **unified communications** technologies that deliver the greatest business value.
- Validate your **Windows 7 migration** plans.
- Get the **latest market update** on vendor acquisitions and their impact.
- Move forward with **ITIL and process improvement**.
- Gain best practices to plan and implement **data center modernization and consolidation** projects.
- Deliver **increased business value** for less cost.

Hot topics

- Business alignment
- Virtualization
- Data center modernization and consolidation
- ITIL and process improvement
- Hosted virtual desktops
- Microsoft migrations
- Converging server/storage/networking options
- VoIP and unified communications
- CMDB
- Backup and recovery
- Developing a private/public cloud strategy
- Proving the business value of I&O

Targeted Content

Find tools, technologies and strategies for IT executives and managers whose primary focus is IT infrastructure, operations and the delivery of IT services across the enterprise.

Foundational sessions: These sessions help build a firm foundation and advance your skill set, regardless of the I&O areas in which you work. By understanding and mastering fundamentals you lay the groundwork for future success.

Advanced sessions: If you are a seasoned executive or manager looking to take your expertise to the next level, we offer advanced sessions on a wide range of topics.

Practical: How-to's, do's and don'ts and best practices—pragmatic content with a focus on tactical information that you can apply immediately.

Strategic: These sessions provide the guidance you need to support strategic decision making.

Meet the Analysts

Experience all that Gartner offers, in one place.

For more than 30 years, Gartner analysts have been the trusted advisors to many of the world's largest and most demanding organizations. Gartner analysts continually draw from the real-life challenges and solutions experienced by more than 45,000 clients across the globe.

Focus areas:
virtualization;
cloud computing



Thomas J. Bittman
Vice President and
Distinguished Analyst

Focus areas:
infrastructure and
operations; data
center modernization



David J. Cappuccio
Managing Vice President

Focus areas:
servers



Mike Chuba
Vice President

Focus areas:
servers



Carl Claunch
Vice President and
Distinguished Analyst

Focus areas:
IT operations



Ronni J. Colville
Vice President and
Distinguished Analyst

Focus areas:
IT operations



David M. Coyle
Vice President

Focus areas:
IT operations



Deb Curtis
Vice President

Focus areas:
servers; virtualization



Philip Dawson
Vice President

Focus areas: contact
center infrastructure and
unified communications;
VoIP issues; speech
recognition issues



Bern Elliott
Vice President and
Distinguished Analyst

Focus areas:
networking technologies
for emerging IP data
center optimization;
virtualization



Mark Fabbi
Vice President
Distinguished Analyst

Focus areas:
IT operations;
cloud computing



Cameron Haight
Vice President

Focus areas:
IT operations



Ed Holub
Vice President

Focus areas:
IT operations



Bill Malik
Director

Focus areas:
client computing;
virtualization



Mark A. Margevicius
Vice President

Focus areas:
business continuity
management



John P. Morency
Director

Focus areas:
infrastructure
and operations



Raymond Paquet
Managing Vice President

Focus areas:
storage;
virtualization



Robert E. Passmore
Vice President

Focus areas:
servers; data center
modernization



John R. Phelps
Vice President

Focus areas:
storage



Dave Russell
Vice President

Focus areas:
IT operations;
cloud computing



Donna Scott
Vice President and
Distinguished Analyst

Focus areas:
cloud computing



Michael A. Silver
Vice President and
Distinguished Analyst

Keynote Sessions

Strategies for Infrastructure and Operations Success in the New Decade

Presenter: David J. Cappuccio, Managing Vice President

The evolution of I&O continues at an alarming rate, even in an era of tighter budgets, shorter change cycles and increased demand. See which key technologies you should focus on now, and which emerging trends you should track over the next five years.



David J. Cappuccio
Managing Vice President

The Business Value of Infrastructure and Operations

Presenter: Raymond Paquet, Managing Vice President

Identifying the business value of infrastructure and operations remains an elusive target. Here's pragmatic advice on how to determine and quantify business value for I&O.



Raymond Paquet
Managing Vice President

Infrastructure Convergence: Challenges and Opportunities

Presenters: Carl Claunch, Vice President and Distinguished Analyst; Mark Fabbi, Vice President and Distinguished Analyst; Stanley Zaffos, Vice President

Vendors are now marketing the concept of an integrated single infrastructure for servers, storage and networking. But what are the merits of this one-stop approach? Will it simplify today's management challenge or simply create new silos?



Carl Claunch
Vice President and Distinguished Analyst

“Don't miss this opportunity to check your progress and strategize for the rest of 2010.”



Mark Fabbi
Vice President and Distinguished Analyst



Stanley Zaffos
Vice President

The Changing Paradigm for I&O: Top Trends You Must Plan For

Presenters: David M. Coyle, Vice President; Mike Chuba, Vice President

From a technology, people and process perspective, explore the 10 trends that IT infrastructure and operations decision makers must prepare for and determine how to incorporate them into your organization's agenda.



David M. Coyle
Vice President



Mike Chuba
Vice President

Focus areas:
IT operations



David Williams
Vice President

Focus areas:
storage



Stanley Zaffos
Vice President



Agenda Tracks

Why Gartner

Gartner produces the world's leading technology conferences for CIOs, IT leaders and senior executives to equip you with the knowledge, insight and advice you need to create the most effective technology strategy and become more successful in your role. Get immediate answers to your pressing challenges through:

- Direct access to the world's leading technology research—stimulating presentations, interactive workshops and one-on-one meetings with Gartner analysts
- Networking and interactions with decision makers from organizations spanning every industry and government sector
- Real-life end-user case studies and global best practices

The latest product demonstrations, hands-on experience and in-depth discussions with product experts from today's leading technology providers and those driving the innovations of tomorrow.

Gartner clients and nonclients who attend any of our 70-plus global events experience the most cost-effective and time-efficient ways to stay on top of what's current while growing their leadership skills and accelerating their success.

Five tracks on today's hottest topics and biggest trends

A

Driving Excellence in IT Operations Management

This track examines the ongoing battle to rationalize the tools, people and process investments to improve service quality, optimize costs and drive continuous improvement. Gain tactical and strategic insight into understanding IT operations trends and best practices that will drive IT operations excellence within your organization.

B

Leveraging and Extending Your Investments in Virtualization

Virtualization brings flexibility, agility and increased capabilities to IT organizations, but it is not without risk. The increasing heterogeneity of technology and diversity of vendors in the data center introduces new challenges. Learn more about the newest technologies, management best practices and key success factors that will drive further efficiencies and cost savings in your virtualized environment.

C

New! Exploiting Clouds From Both Sides Now and in the Future

Well-run IT organizations will eventually need to find a balance between managing and delivering private cloud services, sourcing some services from the public cloud and retaining noncloud architectures. This track explores the risk and opportunities, provides best practices and forecasts how IT services will be delivered in the future.

D

New! Demonstrating the Business Value of I&O

Linking IT with business growth is one of CIOs' top priorities. For infrastructure and operations executives, demonstrating the business value of I&O should be a priority as well. Here are guidelines and best practices for justifying spending across I&O, setting investment priorities that match business goals and delivering more business value for less cost through increased efficiency.

E

New! The Evolving Infrastructure Landscape: Critical Factors to Ensure Long-Term Success

The infrastructure vendor landscape is undergoing an extensive change, with new entrants and consolidation dramatically impacting costs, service quality and agility in the future. See how to choose the right strategic technologies and vendors. Plus, explore best practices for the planning and implementing of modernization and consolidation projects.

Summit Highlights

Seize the moment. Share the insight. Join the action.

Ready to get started? Attending the 2010 summit brings to life everything Gartner offers, taking your experience to a higher level. You'll interact with Gartner analysts in a variety of stimulating formats, share key learning with peers, establish important connections in both live and online networking forums and meet world-class solution providers—all at one event.

39 analyst-led sessions

Independent, objective analysis starts here and we bring it to you live. Hear the latest research from the analysts who develop it and walk away with actionable guidance that you can count on.

Thought-provoking keynotes

Four keynote addresses explore today's fast-moving trends and deliver actionable insight to help you navigate the big picture.

Foundational and advanced content

Whether you're laying a foundation or reaching a new set of goals, here's content that matches your I&O experience and objectives. Foundational and advanced conference sessions are conveniently identified in our Agenda at a Glance.

Hands-on workshops

Need to close the knowledge gap or looking for a quick review? Two preconference workshops cover the essentials. Designed strictly for end-users, these interactive sessions require preregistration.

Actionable networking

Enjoy ample opportunities to connect with your colleagues and Gartner analysts at a variety of structured networking sessions, including birds-of-a-feather breakfasts, hospitality suites and more.

Gartner-invited end-user case studies delivered first-person

Get an inside look at the challenges and pitfalls IT organizations face and discover the tools and technologies that are opening new paths to business value for I&O.

Analyst one-on-one sessions

Keep the momentum going at these special one-on-ones with Gartner analysts, who offer 30 minutes of personalized guidance on the I&O topic of your choice.

Analyst-user roundtables

Swap insight on critical I&O topics in an informal setting with your peers. Facilitated by Gartner analysts, these off-the-record, small-group discussions are exclusive to end users.

Solution provider sessions and case studies

Leading solution providers share best practices, strategy and offerings. End users share lessons learned from real-world initiatives.

Solution Provider Showcase

Jump-start your own vendor research, meet with company reps and create a shortlist of providers and solutions.

Gartner analyst one-on-ones

Reserve your private one-on-one session. Have a 30-minute sit-down with one of our analysts and enjoy targeted advice on your specific concerns related to IT infrastructure, operations and management.



“Immerse yourself in a learning environment that's impossible to duplicate back at the office.”

Agenda at a Glance

For session descriptions and agenda updates, visit gartner.com/us/iom.

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

Build your own customized agenda online
Use our convenient Agenda Builder to custom create your own conference curriculum prior to the event. Complete details at gartner.com/us/iom

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*

	Track A Driving Excellence in IT Operations Management	Track B Leveraging and Extending Your Investments in Virtualization	Track C New! Exploiting Clouds From Both Sides Now and in the Future	Track D New! Demonstrating the Business Value of I&O	Track E New! The Evolving Infrastructure Landscape
10:45 a.m.	A1. The Future of IT Operations Management <i>Donna Scott</i> F S		C1. Private Cloud Computing and the Future of Infrastructure <i>Thomas J. Bittman</i> F A S	D1. Turning Unified Communications Into Business Value <i>Bern Elliot</i> F A S	E1. Rearchitecting Backup and Recovery <i>Dave Russell</i> A P
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> F P	B1. You've Virtualized Your x86 Servers...So What's Next? <i>Philip Dawson</i> A S P	C2. Cloud Storage: Developing Strategies and Road Maps <i>Stanley Zaffos</i> P		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> F S	B2. Hosted Virtual Desktops: Issues, Implementations and Infrastructure <i>Mark A. Margevicius</i> S		D2. Demonstrating the Business Value of Storage <i>Dave Russell</i> F S	E3. From Today's Racks and Blades to Tomorrow's Fabrics: The Future of Server Platforms <i>Carl Claunch</i> A S
5:30 p.m.		B3. Virtualization and Your Network: From the Data Center to the Mobile Desktop <i>Mark Fabbi</i> A S	C3. Managing the Virtual Data Center: Architecture and Best Practices <i>Cameron Haight</i> S P A	D3. Optimizing IT Operations Management Costs While Meeting Business Service-Level Requirements <i>David M. Coyle, David Williams</i> P	E4. Best Practices in Data Center and Server Consolidation <i>John R. Phelps, Mike Chuba</i> P
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 End-User Case Study End-User Case Study End-User Case Study

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*

Recommended agendas

Please visit our Agenda Builder at gartner.com/us/iom to view all recommended agendas.

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

Visit gartner.com/us/iom for the latest list of topics and analysts and to register.



Session Descriptions

Keynotes

K1. Gartner Keynote: Strategies for Infrastructure and Operations Success in the New Decade

We are at the start of a new decade, a decade of potentially profound change in how we build, manage and extend our infrastructures. The evolution of I&O continues at an alarming rate, even in an era of tighter budgets, shorter change cycles and increased demand. This presentation will address what key technologies I&O leaders should focus on, and which emerging trends they should be aware of in the next five years.

David J. Cappuccio, Managing Vice President

K2. Gartner Keynote: The Business Value of Infrastructure and Operations

Identifying the business value of infrastructure and operations continues to be an elusive target for I&O executives. This presentation will provide pragmatic advice and examples on where the business value is and how it can be quantified. With this, business justification—from cost reduction to improvements in business metrics like customer satisfaction—will be addressed.

Raymond Paquet, Managing Vice President

K3. Keynote Panel: Infrastructure Convergence—Challenges and Opportunities

Whether it is Cisco entering the server market, or the HP acquisition of 3Com, or the VCE partnership between Cisco, EMC and VMware, the last 12 months have seen a shift in vendor strategies that will impact IT organizations. Vendors, either alone or in conjunction with partners, are beginning to market the concept of an integrated single infrastructure for servers, storage and networking. The benefits touted include greater agility, flexibility and efficiency. One vendor, and its alliance or ecosystem partnerships, will satisfy all the requirements. This panel presentation will look at the merits of this one-stop approach, what will be the key developments that could take this from vision to reality, whether it simplifies the management challenges within a data center or simply creates new silos, and what other risks and options end users might face along the way.

Carl Claunch, Vice President and Distinguished Analyst; Mark Fabbi, Vice President and Distinguished Analyst; Stanley Zaffos, Vice President

Moderator: Raymond Paquet, Managing Vice President

K4. Gartner Keynote: The Changing Paradigm for I&O: Top Trends You Must Plan For

As a wrap-up to the conference, we will explore the 10 trends that all IT infrastructure and operations decision makers must plan for today. During this presentation we will explore both the tactical and strategic action items, from a technology, people and process perspective, that should be included in your organization's agenda.

David M. Coyle, Vice President; Mike Chuba, Vice President

Track A: Driving Excellence in IT Operations Management

A1. The Future of IT Operations Management

IT operations has been going through significant changes in the last few years to meet the needs of the business, such as achieving higher levels of availability, meeting compliance requirements and reducing per-unit service delivery costs. At the same time it is implementing and managing new technologies such as virtualization and composite applications as well as investing in ITIL and process improvements in order to become more business- and service-centric. So what does the future hold for IT operations management? Is it more of the same or are there new perspectives? This presentation looks at what you can expect from the future of IT operations management from the dimensions of people, process, technology and business management.

- What business pressures and trends are resulting in organizational, process and technology changes in IT operations management?
- How will IT operations transform and restructure to achieve operations excellence?
- How are IT operations management suppliers and technologies evolving to aid in process automation and business transformation?

Donna Scott, Vice President and Distinguished Analyst

A2. Best Practices for a World-Class Data Center Operations Command Center

Designing and staffing a data center command center continues to be a challenge for IT organizations looking to align IT operations capabilities, goals and deliverables with the demands and needs of the business. To achieve success, IT operations organization, staffing and skills decisions must be aligned with how IT management tools are chosen, implemented, integrated and used. Understanding how personnel and tools relate allows IT operations to achieve a greater level of cost control, IT control, business accountability and operational efficiency.

- What is a world-class data center operations command center, and what are the challenges for creating one?
- Why and how do you align your IT operations staffing and tools decisions?

David Williams, Vice President; Ed Holub, Vice President

A3. Navigating the IT Operations Management Vendor Landscape

IT operations management professionals are challenged to move toward service and business alignment while dealing with increasing change and complexity. Current technology trends (e.g., process frameworks, IT automation, virtualization and cloud computing) have affected the vendor landscape. We will analyze the strategies and architectures of the largest IT operations management software suppliers (BMC Software, CA, HP and IBM Tivoli) and identify possible new entrants.

- What does the IT operations management market look like today?
- What are the strategies, strengths and challenges of leading IT operations management suppliers?
- How can you leverage the benefits of integration while defending against vendor lock-in?

Deb Curtis, Vice President; Donna Scott, Vice President and Distinguished Analyst



Session Descriptions

A4. Delivering Integrated IT Service and Support

The business bases a large percentage of their overall satisfaction level with IT infrastructure and operations (I&O) on the quality of IT service and support they receive. The service desk is integral to service and support but no one technology, process or group in I&O is responsible for all of service and support, which makes effect delivery challenging. In this presentation, we will look at how to leverage the IT service desk, asset management, change management, service catalog, CMDB and other process disciplines to effectively and efficiently deliver value-added IT service and support.

- How is IT service and support evolving to meet today's business demands?
- How can integrated process disciplines increase service quality?
- What are best practices for delivering integrated IT service and support?

David M. Coyle, Vice President

A5. The CMDB—From Hype to Reality

Many have tried and failed, but progress is being made with CMDB projects. CMDBs are receiving strategic investments to become a trusted data source for IT services to be used in improving a wide variety of IT operational challenges. While most focus on improving availability through change impact assessment, others tie these highly visible projects to data center consolidation projects, compliance initiatives and disaster recovery planning. This presentation will dispel the myths of CMDBs and provide advice on how to be successful with CMDBs.

- What are the key inhibitors for CMDBs?
- Who are the CMDB tool providers that will help make it work?
- What are the best practices for success?

Ronni J. Colville, Vice President and Distinguished Analyst

A6. Best Practices for Achieving Operations Excellence With ITIL Version 3

ITIL has become the de facto best practice for improving IT service management maturity. But it's not one size fits all. Learn how ITIL is being tailored in different environments to achieve operations excellence, including strategies for advanced organizations. What are the trends in ITIL adoption?

- How should an ITIL implementation be tailored based on size and industry?
- What advanced portions of ITIL are being successfully deployed?

Ed Holub, Vice President

A7. Using IT Automation to Increase Efficiency and Reduce Risk

Automation promises to increase staff efficiencies, reduce error rates and create agile environments—but can any technology deliver that across all of IT? We'll examine IT automation technology, identify what you should consider automating and forecast how automation will change the way IT infrastructures are managed.

- What is IT automation and its business value?
- What is the future of IT automation technology?
- How and where can IT automation be effectively deployed?

David Williams, Vice President

A8. Change and Release Management: Best Practices for Synchronizing, From Development to Operations

Change and release management are two processes that are critical for IT to achieve nondisruptive service. They are inextricably linked, like two sides of a coin. Likewise, they are entrenched in many domains with tribal practices and varying degrees of proficiencies. IT organizations must understand and plan for a synchronized approach to these processes, but also recognize the hurdles that each presents.

- What are the trends and drivers for change and release management?
- What are the tools that will help organizations tie change and release management to achieve proficiency?
- What best practices should IT organizations focus on to start and build and eventually evergreen these processes?

Ronni J. Colville, Vice President and Distinguished Analyst

Track B: Leveraging and Extending Your Investments in Virtualization

B1. You've Virtualized Your x86 Servers ... So What's Next?

X86 server virtualization is a given in all data centers, but how do you take things further? As infrastructure unifies and server roles and personalities blur, you need to rationalize technology choices and leverage virtualization across the portfolio. This session looks at how to reuse virtualization practices between projects and reduce complexity.

- How do you reuse virtualization practices across the portfolio and between multiple resources?
- How do you increase from 20% to 30% virtualized workloads today to 60% to 80%?
- What workloads are the last to virtualize?

Philip Dawson, Vice President

B2. Hosted Virtual Desktops: Issues, Implementations and Infrastructure

Centralizing the desktop in the data center is perhaps the hottest trend in client computing. We cut through the hype, discuss the technology and share customer implementations and best practices to help identify if it is right for you.

- What are the technical, practical and financial considerations organizations need to be concerned with?
- Where are the technologies (and their alternatives) today, and where are they headed through 2013?
- What are customers doing with HVD today?

Mark A. Margevicius, Vice President



Session Descriptions

B3. Virtualization and Your Network: From the Data Center to the Mobile Desktop

Virtualization technologies are impacting network architectures from the data center to the desktop. As organizations respond to increased business demands for agility, the network must become more flexible and integrated more closely into virtualization systems.

- How are virtualization technologies impacting network infrastructure requirements?
- How are network technologies evolving to support the agile infrastructure?
- How is virtualization being embedded into network technology to improve desktop performance?

Mark Fabbj, Vice President and Distinguished Analyst

B4. The Impact of PC Virtualization on Management and Deployment

IT organizations are looking for ways to provide flexible and adaptable work environments for their end-users. PC virtualization and other client architecture changes may do just that, but they have also introduced new management challenges. With Windows 7 migrations at hand, determining what the right architecture is only one-half of the equation. Cost is only one factor, understanding the choices, issues and scenarios of use will help IT organizations make the right choices.

- What are the architectures for a “virtualized” client?
- What are the management challenges and approaches?
- What are the scenarios when these architectures make the most sense?

Mark A. Margevicius, Vice President; Ronni J. Colville, Vice President and Distinguished Analyst

B5. Use Storage Virtualization Capabilities to Drive Lower Storage Costs

Storage capacity continues to grow at strong compounded double digit rates, even in these tough economic times. And if budget pressures weren't enough, the challenges in physically handling and managing the ever-increasing capacity can be all but overwhelming. The good news is that there are new and promised storage virtualization technologies and techniques that can help. This presentation examines the alternatives and makes specific recommendations to help users drive to lower storage costs.

- What is driving storage growth and what can be done about it?
- What storage virtualization technologies and techniques can help address the high cost of storage?

Robert E. Passmore, Vice President

B6. A Recovery, Continuity and Resiliency Five-Year Scenario

This presentation takes a look forward at the phased transition from recovery-centric to resiliency-centric operations management. The overarching business objective is improved operations agility across a dispersed and electronically integrated organization. In addition, the impact of virtualization technology, public cloud services and improved management automation, as well as their interrelationships and projected early mainstream timelines, will be discussed.

- Which internal and external factors will be driving the IT operations management transition from recovery to resiliency over the next five years?
- How will virtualized infrastructure as well as its related management technologies facilitate this transition?
- What will the transition critical success factors be?

John P. Morency, Director; Bill Malik, Director

B7. The TCO Investments to Realize Virtualization Benefits

Virtualization is moving from retrospective consolidation efforts to agile, highly available infrastructure that can be alternately cloud-sourced. The virtualization TCO model is not just about savings, but also serious investments. This presentation looks at the benefit, savings and investment from a cost perspective and the relationship that the business must have with IT for virtualization to be a success.

- What investments do you need to make to realize TCO savings with virtualization?
- How can you further reduce virtualization costs and increase savings?
- How does alternate sourcing with cloud and IU affect these costs?

Philip Dawson, Vice President

Track C: Exploiting Clouds From Both Sides, Now and in the Future

C1. Private Cloud Computing and the Future of Infrastructure

The majority of large enterprises see private clouds in their future. Choosing whether to invest in building a cloud service versus buying from cloud service providers will become more challenging over the next few years. How private cloud architectures are designed and built matters. This presentation will discuss the private cloud computing trend, best practices and case studies.

- What is private cloud computing and what does it mean to enterprises?
- How should enterprises build strategies for private cloud computing?
- What are the best practices of leading-edge adopters of private cloud computing?

Thomas J. Bittman, Vice President and Distinguished Analyst



Session Descriptions

C2. Cloud Storage: Developing Strategies and Road Maps

Users creating a cloud storage strategy must evaluate a plethora of established and emerging vendors, new pricing models, new technical approaches to overcoming public cloud storage limitations and traditional security, regulatory, political and budget considerations. This session explores the benefits and risks of deploying cloud storage into your environment by examining the following key issues:

- What are the benefits and risks of using cloud storage?
- Which applications are appropriate for cloud storage?
- Who are the vendors and what are they offering?
- What are the elements of a useful storage vision?

Stanley Zaffos, Vice President

C3. Managing The Virtual Data Center: Architecture and Best Practices

IT organizations are moving rapidly to leverage virtualization in order to become more “cloud-like” in terms of service delivery. But virtualization is only a small part of the battle. Delivery of the next-generation data center will require enterprises to think and act like the major cloud services providers. This means potentially challenging the conventional wisdom upon which 40 years of IT has been built.

- What are the challenges that IT organizations will confront in building next-generation virtual data centers?
- How will data center design and management architecture have to evolve to support next-generation virtual data centers?
- What operations processes will be key to development of next-generation virtual data centers?
- What organizational styles will need to be considered in support of next-generation virtual data centers?

Cameron Haight, Vice President

C4. Server Virtualization: From Virtual Machines to Clouds

Server virtualization is growing from 19% to 60% penetration in the next four years. In 2010, most large organizations have projects well under way, but many midsized organizations are just starting. Users are faced with many more choices than before—selection, management, operations changes—and even how virtualization could lead to cloud computing. Good choices and planning are critical.

- How should users select, deploy and manage server virtualization technologies?
- How will server virtualization technology and deployments evolve?
- What are the best practices of leading-edge adopters of extreme virtualization?

Thomas J. Bittman, Vice President and Distinguished Analyst

C5. Building the Private Cloud With Real-time Infrastructure Architectures

IT organizations want to bring the best of the public cloud to their internal data centers to increase efficiencies, drive costs down and enable business and IT agility. They want shared resources, self-service, and dynamically optimizing IT services. In effect, they want a real-time infrastructure. This presentation will help you understand how to get one.

- What attributes of the public cloud can IT organizations leverage for their internal data centers?
- What are the key components and how do you architect for the private cloud using real-time infrastructure?
- Where should organizations start in building private clouds and RTI?

Donna Scott, Vice President and Distinguished Analyst

C6. Improving IT Operations Resiliency via Colocation and Cloud Services

Internet data center services and/or virtualized infrastructure in the cloud can be used to augment capacity for disaster recovery, scale under unexpectedly high loads, and mitigate denial-of-service attacks. Systems and networking capabilities can be provisioned in hours, or even minutes, on a pay-as-you-go basis. Learn what technologies make this possible, determine whether these solutions are right for you and learn how to source these solutions.

- How can on-demand, external services be used to augment or replace traditional disaster recovery solutions?
- How can on-demand, external services improve the scalability and resiliency of application infrastructure?
- What new risks do on-demand, external solutions introduce?

John P. Morency, Director

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

Virtualization and cloud computing technologies have caused tremendous disruption in the management marketplace. Infrastructure and cloud providers now stand ready in many cases to challenge the traditional management powerhouses. But the major providers in this space are not standing still either. In this presentation, we look at the changes taking place both in terms of management technology (and service) providers as well as standards designed to facilitate the operations of these emerging environments.

- How does virtualization and cloud computing disrupt the existing management market space?
- What vendors are rising up to meet the challenges brought about by this change?
- What standards are emerging to help facilitate improved manageability?
- What best practices can IT end users implement to isolate themselves from this market churn?

Cameron Haight, Vice President



Session Descriptions

Track D: Demonstrating the Business Value of I&O

D1. Turning Unified Communications Into Business Value

As unified communications (UC) technologies make their way into the enterprise, new paradigms for how enterprises and individuals communicate and collaborate are emerging. While most organizations feel there is improved business value, it has remained difficult to quantify. This has become easier as early adopters start to integrate UC with the business applications and the business processes. These communications-enabled business processes (CEBP) can dramatically improve the efficiency of the business processes while removing human latency. This session will assess UC technologies and review and quantify the benefits, through case studies, of companies that have communications-enabled their business processes.

- What will be the key UC technology trends be through 2014?
- Which UC solutions will deliver the greatest value to enterprises?
- What are key examples of CEBP, and what are their business benefits?

Bern Elliot, Vice President and Distinguished Analyst

D2. Demonstrating the Business Value of Storage

Businesses have spent a great deal on storage over the years. While storage capacity and backup and recovery are perceived as adding value, IT increasingly finds itself needing to justify past expenditures and to better justify new spending. This session examines the cost and benefits of the storage investment, how to determine investment priorities, contain expenses and get more out of what is already deployed.

- Where did the storage budget go?
- Can we get the same, or better, business value for less cost?
- What about SLAs and delivering an improved QoS?

Dave Russell, Vice President

D3. Optimizing IT Operations Management Costs While Meeting Business Service-Level Requirements

Although the economy is starting to show signs of a rebound, IT I&O leaders should realize that cost pressures will increase rather than dissipate. Choosing the right places to drive optimization and ensuring that long-term vendor strategies will drive down costs and improve flexibility is essential for this decade. In this presentation we will provide tactical and strategic guidance on how to drive cost optimizations with the IT organization and continue to meet business service-level expectations.

- What is the new reality in cost optimization?
- How can I drive cost optimization in my tool and vendor agreements?
- What product types, best practices and approaches can help optimize costs and provide the most value?

David M. Coyle, Vice President; David Williams, Vice President

D4. The 4 Ps of Running IT Operations Like a Business: Products, Packaging, Pricing, Promotion

There are fundamental principles of running a business such as understanding who your customers are, packaging and pricing your products, and developing and promoting well-defined IT services that satisfy customer needs at competitive prices. In this presentation, we explore pragmatic ways to run IT operations like a business for the benefit of your enterprise.

- How are business principles relevant to the core mission of IT infrastructure and operations (I&O)?
- What cultural implications and new organizational roles emerge when running IT I&O like a business?
- What are specific incremental steps to begin taking that will yield benefits?

Deb Curtis, Vice President; Ed Holub, Vice President

D5. Demonstrating the Business Value of Client Computing

Client computing absorbs a huge part of the IT budget and organizations are always looking for ways to reduce it. This presentation will examine the costs and benefits of client computing. It will look at how costs change as environments increase or reduce complexity and examine how costs change using alternative ways (e.g., hosted virtual desktops) or products (like open source OS or office suites) to provide client computing services.

- How much are your PCs really costing you and how can you lower your TCO?
- How does the TCO of traditional PCs compare with that of architectural alternatives and where are the savings?
- How should organizations quantify and present the benefits of their client computing environments?

Michael A. Silver, Vice President and Distinguished Analyst

D6. Applying Pattern-Based Strategy to Infrastructure and Operations

Pattern-Based Strategy incorporates the disciplines of pattern-seeking, modeling, and adaptation into a unified and balanced approach to guide an organization confronting a complex and dynamic environment. Within infrastructure and operations, some organizations already employ elements of this strategy within specific problem domains, including security event handling, performance management and capacity planning. In this session we will explore further applications of Pattern-Based Strategy to manage hard problems in infrastructure and operations.

- What is Pattern-Based Strategy?
- Where will Pattern-Based Strategy apply to infrastructure and operations over the next five years?

Bill Malik, Director



Session Descriptions

Track E: The Evolving Infrastructure Landscape— Critical Factors to Ensure Long-Term Success

E1. Rearchitecting Backup and Recovery

Every organization struggles with their backup/recovery practice. The server farm, number of applications and the network infrastructure have grown tremendously in recent years, but often the backup approach has not kept pace. Now IT organizations are being asked to protect remote office and mobile employees as well. Service levels, scale and ease of use are often challenges. Learn what new technologies are available to help you better address your current and upcoming recovery challenges. Also find out where the backup market is headed in the future.

- What is the current state of the backup/recovery market and vendors?
- What new techniques are available to ease backup constraints?
- Where is the backup/recovery market headed and how will it change by 2014?

Dave Russell, Vice President

E2. The Big Migration: Windows 7 and Office 2010

The coming client software migration may be the biggest ever. Most organizations have skipped Windows Vista, and Windows XP will not be usable forever. Organizations need to understand Microsoft and ISV support for Windows XP and budget, plan and execute a move to Windows 7. Along with that, many organizations will consider a new version of Office or even alternatives to Microsoft Office. This presentation helps organizations understand what's required and how to avoid the pitfalls.

- What are the features and benefits of Windows 7 and Office 2010?
- What do organizations need to consider for deployment timing?
- How should we plan our migration to incorporate best practices and avoid pitfalls?

Michael A. Silver, Vice President and Distinguished Analyst

E3. From Today's Racks and Blades to Tomorrow's Fabrics: The Future of Server Platforms

The use of servers and the products themselves are in a state of flux, as users look to create more flexible, more resilient, more energy-efficient and simultaneously more cost-effective data centers. This presentation covers the key dynamics forcing this change, the evolving technologies, the reshaping of products and markets, and consequently the resulting effects upon users. Learn what issues you must address and what steps can position you to most benefit from these changes ahead.

- What shifts in markets and demands are reshaping the use of servers in the data center?
- What technologies and product choices will arise to suit these new needs?
- How can users balance preserving existing investments, achieving benefits from these changes and moderating spending to suit value gained?

Carl Claunch, Vice President and Distinguished Analyst

E4. Best Practices in Data Center and Server Consolidation

The economy has put added pressure on many organizations to more efficiently utilize the capacity they have in place—whether it is the physical data centers they have or the servers that reside within them. As such, even though many organizations have past experiences with consolidation projects, they are finding they are under increased pressure to optimize their costs and possibly further consolidate. The good news is that advances in technology have made second- and third-wave consolidation projects viable now. We will look at some key trigger points in deciding when to consolidate, best practices in how to get started and recommendations for each phase of a consolidation project, including best practices in relocation or closure of an existing data center.

- What best practices and processes should you follow when consolidating data centers?
- What best practices and processes should you follow when consolidating and rationalizing your server infrastructure?

John R. Phelps, Vice President; Mike Chuba, Vice President

E5. Best Practices in Data Center Design and Modernization

Leading-edge data centers of the future will be smaller, more energy efficient and have a greater degree of scalability than ever seen before. This session will address leading trends in data center design and how these contradictory goals can be accomplished.

- What emerging trends will have the greatest impacts on data center design and operations?
- What are the critical design considerations and best practices in emerging data centers?
- How can efficiency and scalability be implemented in the data center, while keeping costs reasonable?

David J. Cappuccio, Vice President

E6. Storage and Networking Fabric Convergence: Future Scenario

While the hype has existed for several years, 2010 is the first year that favorable economics and product introductions will tempt companies to make decisions on new technologies that promise to allow users to converge storage and network fabrics into one. The presentation will cover alternatives for network convergence including FCoE, and will present the future as we see it evolving.

- What technologies can enable storage and network fabric convergence, what value propositions are likely, and what is the future of each?
- What are the organizational implications of network convergence?
- How will enterprises plan deployments and coincidentally embrace the demands of data center evolution?

Robert E. Passmore, Vice President; Mark Fabbi, Vice President and Distinguished Analyst

E7. Improving Energy Efficiency in the Data Center Now and in the Future

As energy efficiency moves to one of the top data center concerns, a large number of options and technologies are being touted. We look at best practices for energy efficiency in the data center today and current and emerging technologies and how they may fit into your future data center plans.

- What are energy efficiency best practices you can implement in your data center today?
- What technologies are emerging that will impact your data center now and in the future?

John R. Phelps, Vice President



Session Descriptions

Analyst-User Roundtables

AUR1. ITIL Implementation Best Practices and Lessons Learned

Many organizations are in the process of implementing guidance from the IT infrastructure library (ITIL) and a growing number are leveraging ITIL version 3. Learn from peers what has worked for them, and perhaps more importantly, what they would do differently if given the chance.

Ed Holub, Vice President

AUR2. IT Service Catalogs

Join your industry colleagues for a peer exchange on IT service catalog projects. Find out who's responsible for the IT service catalog in the IT organization, how far along their projects are and what they've included in their service catalogs (how many services, how granular, business services, technical services, etc.). Share your experiences on what aspects of your service catalog project have helped improve customer experience and IT efficiency, as well as lessons learned and pitfalls for your industry colleagues to avoid.

Deb Curtis, Vice President

AUR3. CMDB—It's Not Too Late to Get It Right

CMDB is really two parts process, two parts people and one part tool, but everyone's focus is on tools! Even though there are only about 3% to 5% of large enterprises actually running a CMDB and getting business value, at least 40% of enterprises, large, small and everything in between, are doing something "CMDB"—planning, processes, RFP, reorganizations, etc. There is significant enlightenment from enterprises on what it actually takes to implement a CMDB and all of its associated baggage, including service modeling, dependency discovery, resource allocation, etc. Join us and share your experiences with your peers! You're sure to get some take-aways that will help you, no matter where you are on your CMDB journey.

Ronni J. Colville, Vice President and Distinguished Analyst

AUR4. Data Center Networking Architectures

The hype surrounding emerging data center networking technologies continues. Virtual input/output, convergence of storage and data networking, the migration to 10G server connections and top-of-rack switching are all being discussed. This session will explore what organizations are actually doing and where they see opportunities to use these technologies to improve their operations.

Mark Fabbi, Vice President and Distinguished Analyst; Robert E. Passmore, Vice President

AUR5. Achieving High Availability in a Virtualized Environment

In this session, we will discuss your experiences with sustaining highly available services on virtualized infrastructures. Our topics will include your experience with using private cloud infrastructure to support mission-critical workloads, using virtual environments for various aspects of disaster recovery, including testing and actual recovery, and maintaining continuously available service by migrating workloads from one virtual environment to another. Come to share and learn what works and what to avoid.

Bill Malik, Director

AUR6. Recovery in the Cloud

Recovery-in-the-cloud services that support managed backup, restoration, testing and operations failover can become one of the future bright spots in what is otherwise a largely dormant industry. One key reason is the “always-on” nature of the cloud, making both recovery and failover testing far more flexible and actionable than is currently the case with more traditional shared subscription services. However, this service segment is extremely nascent and unfortunately its potential benefits are shrouded by far more questions than concrete answers at this point.

- What are recovery-in-the-cloud services, who is offering them and how are they priced?
- Is this class of cloud service of interest to your organization? Why or why not?
- If these services are not of interest, what functionality, price points and level of provider maturity would be needed in order for you to seriously consider service adoption?

John P. Morency, Director

AUR7. Leading-Edge Virtualization and Private Cloud Computing

Review your experiences with developing large-scale leading-edge virtualized infrastructures, including private cloud computing architectures. Your peers and Gartner analysts will discuss best practices, problems to avoid, challenges and examples from elsewhere in the industry.

Thomas J. Bittman, Vice President and Distinguished Analyst

AUR8. Best Practices in Data Center Design and Retrofit

As organizations plan for growth, many have realized that their current data centers are not adequate to support their long-term needs. But planning for a significant upgrade or a new data center can no longer follow the rules of the past—especially with the use of high-density computing, green initiatives and the increasing costs of energy. This session will discuss current best practices in building energy-efficient, highly scalable and cost-effective data centers.

David J. Cappuccio, Managing Vice President

AUR9. Was Unified Communications as Easy and Wonderful as Promised?

The vendors are promising huge productivity gains and easy-to-implement unified communications solutions. But are clients finding they can convert these claims into ROI and smooth implementations? In this session, clients can share their real-life experiences on how wonderful and easy these products really are!

Bern Elliot, Vice President and Distinguished Analyst

AUR10. Increasing the Quality and Decreasing the Cost of the IT Service/Help Desk

The IT service/help desk provides invaluable service and support to the entire organization but is under constant pressure to improve its quality, take on additional responsibilities and lower its costs. This interactive session will focus on the metrics, best practices, people skills and processes that can be employed to increase the quality of IT service and support and optimize costs.

David M. Coyle, Vice President



Session Descriptions

AUR11. Virtualization—What's Next?

Most data centers have virtualized. However when moving from 20% to 60% workloads virtualized, what you virtualize and when makes a real difference to the costs and savings. Come discuss what you've learned from your virtualization experience to date, and more importantly what your plans are for going forward.

Philip Dawson, Vice President

AUR12. Backup/Recovery Modernization

Discuss how new technologies like deduplication, VTLs, CDP, snapshots and replication can be applied to your existing environment and learn how others are also protecting not only traditional corporate data center workloads, but new environments like virtual machines, remote offices and desktop/laptops.

Dave Russell, Vice President

AUR13. Hosted Virtual Desktops

Hosted virtual desktops (HVD) implementations continue to grow. In this roundtable, participants will share practical experiences they have garnered from experimenting, deploying and justifying this alternative desktop strategy. Understand why HVDs are of interest, how to best test and deploy, and gather justification for further rollouts.

Mark A. Margevicius, Vice President

AUR14. Server Provisioning and Configuration Management: The Journey to RTI

Where are you in managing the server provisioning and configuration management life cycle? Are you starting by addressing just a few specific problem areas (patching, compliance, provisioning), or are you focused on one specific area of your infrastructure to more dynamically utilize pooled resources in a real-time infrastructure? Are you worried about the impact of virtualized servers: sprawl, configuration consistency, etc.? Discuss with your peers where and how they are addressing efficiency and improved availability by adding automation to server provisioning and configuration and how that fits in the overall goal of a real-time infrastructure.

Ronni J. Colville, Vice President and Distinguished Analyst; Donna Scott, Vice President and Distinguished Analyst

AUR15. Green IT and the Data Center

Green IT has become a leading topic in the span of two years. It has grown from a whisper to a major theme for most vendors. While couched in an environmental coating, the main thrust has been aimed at saving money along with surviving the power and cooling crunch many data centers are experiencing. IT organizations must decide on how they are going to participate and if whether to go beyond the economics and into the environmental aspects. Join us at this roundtable to discuss what steps others are taking and how they view green IT initiatives.

John R. Phelps, Vice President



AUR16. Storage Infrastructure Modernization

Share your experiences in deploying new storage architectures and technologies such as thin-provisioning, automated storage tiering and solid state drive (SSD), scale-out storage systems and new replication solutions. Plan on sharing pleasant surprises, disappointments and insights into vendor support capabilities.

Stanley Zaffos, Vice President

AUR17. How IT Operations Process Automation Management Is Making a Difference in IT Operations

IT operations process automation (e.g., run book automation) has emerged as a major initiative with an increasing number of vendors providing tools that integrate with different IT operation tools and IT elements in support of IT operations processes. This roundtable will address the different types of automation tools, the problems they solve and how they are being used. We will also discuss the impact these tools have on IT organizations (staffing and skills) and how automation can be used successfully and reasons why it can fail.

David Williams, Vice President

AUR18. Windows 7 and Office Migration

It's been a long time since many organizations have done a major Windows migration. At this roundtable, participants will be able to exchange best practice hints and tips for building a business case and planning and executing large desktop software infrastructure projects.

Michael A. Silver, Vice President and Distinguished Analyst

AUR19. Managing the Movement From Virtualization to the Cloud

The adoption of virtualization platforms necessitated changes in IT operational processes, tools and support structure. Will we need to revisit these as we move towards cloud computing? We'll discuss the ramifications, focusing primarily on private cloud implementations.

Cameron Haight, Vice President

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