



IT Infrastructure,  
Operations & Management  
Summit 2008

June 23-25, 2008

J.W. Marriott Grande Lakes, Orlando, FL  
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The push to virtualize is **accelerating**.  
Am I going **too fast or too slow**?



Get in-depth insight  
into the data center  
issues on your mind.

- Virtualization
- Operations Management
- Infrastructure
- IT Modernization

**Early Bird Discount!**

Register by April 28, 2008.



**Serious help. Not serious hype.**



## Virtualization.

# How to make it meet all your expectations.

Gartner projects virtualization will be the highest-impact trend in IT *through 2012*. And indeed, IT is looking at it as the ideal solution to ever-shrinking budgets, aging data centers and out-of-control energy costs. But for all its promise, virtualization also requires a fundamental shift in thinking, not to mention the ability to respond to lightning-fast market changes. Are you ready?

### We'll tell you what you *need* to hear.

Gartner IT Infrastructure, Operations & Management Summit, June 23-25 in Orlando, Florida, is the one place you can go to see through the hype and get to what's real. Learn how to better plan your initiatives, size up risks and rewards, and thoroughly assess platforms and management tools. Gartner's objective analysis and future-focused strategies provide a level of insight you won't find anywhere else.

### If it's on your mind, it's on our agenda.

In three intensive days at the Summit, we'll tackle all your biggest infrastructure and operations challenges. Emerging architectures. Storage management. Power and cooling issues. And many more. At a time when IT pressures are multiplying and disruptive technologies are everywhere, we'll help you keep the upper hand.

### Bigger and better than last year.

Our first IT Infrastructure, Operations & Management Summit was one of our most talked-about events. With four tracks and more than 40 sessions, we've put together an even more ambitious and far-reaching agenda this time, packed with the latest ideas and developments in IT infrastructure and operations. You can't afford to miss it!

### Special programs for corporate teams.

Research shows internal politics are a major obstacle to implementing virtualization. If you'd like to enhance collaboration in your organization, bring your IT team leaders and business unit associates to the Summit. You'll arrive as a group and leave as a team! Take advantage of:

- **Analyst/user roundtables**
- **One-on-many analyst briefings**  
just for teams
- **Facilitated networking sessions**  
to share what's working and what isn't with your teams

### Special Biz/Tech Team Discount!

**Register two IT team members** at the same time and a third business colleague **attends FREE!**\* You must call 1 866 405 2511 and register at the same time to receive this offer.

\* Early bird and standard pricing applies. Discount not valid for Gartner conference ticket holders. Special team pricing package offer available to eligible Biz/Tech teams.

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## Benefits of Attending

- **Gain the knowledge to tackle your biggest IT issues for 2008** — virtualization and consolidation best practices, IT modernization management technology and processes, business continuity management, performance management, and much more.
- **Leverage the most in-depth body of research** and market intelligence on IT infrastructure and operations.
- **Explore key virtualization trends** over the next five years — for server, storage and desktop.
- **Measure your performance and progress** against hundreds of your peers through networking opportunities, end-user case studies and more.
- **Get familiar with today's top technology.** Compare solutions in-depth and see what it takes to implement them.

## You Get All This at One Event!

- Four tracks with more than 40 sessions
- Private analyst one-on-one sessions
- Analyst/user roundtables
- Facilitated peer-to-peer networking
- Networking breakfasts
- Sponsor case studies
- Solution provider sessions

## HOT TOPICS

- **Virtualization**
- **Business Alignment**
- **Storage Management**
- **IT Modernization**
- **CMDB & ITIL**
- **Real-Time Infrastructure**
- **Cloud Computing**
- **Multi-Core**
- **24/7 Availability**
- **Power & Cooling Demands**
- **Disaster Recovery & Business Continuity**

## Who Should Attend

**IT Professionals:** CIOs, architects, IT operations and data center managers, service desk managers, IT infrastructure and best practices leaders, business continuity and storage planners.

**Business Executives:** 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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**Gartner**  
IT Infrastructure,  
Operations & Management  
Summit 2008

June 23-25, 2008 • J.W. Marriott Grande Lakes, Orlando, FL

## Agenda at a Glance

Experience a unique mix of Gartner analyst presentations, guest keynotes, real-life case studies, interactive panels and solution provider sessions. It all adds up to one cutting-edge program agenda.

### Monday, June 23

7:00 am	Registration/Attendee Breakfast
7:45 am	Welcome and Introduction
8:00 am	Keynote Address
9:15 am	Keynote Session
10:30 am	Keynote Session
11:30 am	Attendee Luncheon & Solution Showcase Dessert Reception
1:30 pm	Track Sessions
2:45 pm	Solution Provider Sessions & Case Studies
4:00 pm	Track Sessions
5:15 pm	Track Sessions
6:15 pm	Solution Showcase Reception

### Tuesday, June 24

7:00 am	Registration/Networking Breakfast
8:00 am	Keynote Session
9:15 am	Track Sessions
10:30 am	Solution Provider Sessions & Case Studies
11:30 am	Attendee Luncheon & Solution Showcase
1:30 pm	Track Sessions
2:45 pm	Solution Provider Sessions & Case Studies
4:00 pm	Track Sessions
5:15 pm	Track Sessions
6:15 pm	Hospitality Suites

### Wednesday, June 25

7:00 am	Registration
8:00 am	Track Sessions
9:15 am	Solution Provider Sessions
10:00 am	End User Presentations
11:00 am	Solution Provider Sessions
11:30 am	Attendee Luncheon
1:00 pm	Solution Provider Sessions
1:45 pm	Track Sessions
3:00 pm	Track Sessions
4:00 pm	Conference Adjourns

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**“24/7 availability.  
Extreme quality  
of service. Major  
cost reductions.**

**Can someone show me  
how to manage it all?”**



# Track Descriptions

**A** **Track A – IT Operations Track**  
IT infrastructure and operations management professionals have never been under so much pressure — to provide 24/7 availability and extreme quality of service, reduce costs, manage constant change, align IT services with business requirements, and implement business practices through process definition and maturity. At the same time, new architectures and trends are coming that have the potential to drastically disrupt and alter IT processes. This track will enable our clients to get ahead of the curve, rather than being overwhelmed, and provide practical, prescriptive advice on how to achieve excellence and contribute business value now.



**B** **Track B – Virtualization Track**  
Virtualization is much more than a technology — it is a fundamental change in much of your IT thinking. The pressure on IT to improve the utilization levels of assets and reign in the labor component in budgets is resulting in many new products being brought to market. We will analyze the risks and rewards in next-generation virtualization technologies, new concerns with management of the growing virtual environment, the impact on disaster recovery and storage, and other challenges.

**C** **Track C – Infrastructure: From Desktop to Data Center**  
Significant developments are occurring in 2008 that will require the attention of executives responsible for an organization's infrastructure. The broad adoption of server virtualization is changing the way that data centers — and server vendors — do business. New form factors, chip/OS commoditization, multi-core and multi-thread technologies, and fabric architectures all threaten to disrupt the status quo. Demand for storage continues to explode and organizations must wrestle with how best to archive it, retrieve it, secure it, share it and manage it. And rapid changes at the client level will have an impact on the data center. This track looks at the latest developments and technologies, and the hottest issues in this field.

**D** **Track D – IT Modernization: The Emerging I&O Imperative**  
IT modernization includes the business forces, strategies and approaches to manage ongoing, coordinated improvements to business process, applications and supporting technology portfolios. IT modernization requires a balance between facilities, what application development wants, what IT ops can support and what the data center needs. This track will look at various aspects and issues that need to be incorporated into any organization's strategy.

## Keynote Guest

### Peter Keen, Noted Author and Professor



#### **The Business Blueprint for the IT Platform**

Monday, June 23,  
10:30 am

Peter Keen is the founder and Chairman of the International Center for Information Technologies and

Visiting Professor at Fordham University. He has served on the faculties of Harvard, MIT and Stanford Universities, with visiting positions at Wharton, the London Business School and Oxford University.

His recent books include: *Networks in Action: Business Choices and Technology Decisions*, *Shaping the Future: Business Design through Information Technology*, *Every Manager's Guide to Information Technology* and *Competing in Time: Using Telecommunications for Competitive Advantage*. He is also the co-author of

*Decision Support Systems: An Organizational Perspective*, *Transforming the IS Organization*, *Business Process Investment* and *Every Manager's Guide to Business Processes*. His books have been translated into German, Japanese, Chinese, and Spanish.

Peter founded The International Center for Information Technologies in 1986. ICIT's goal is to provide senior executives with reliable, creative and practical information, education and advice on the effective use of information technologies as a resource, and on the management processes to ensure that relevant business, economic, organizational and technical planning are fused instead of compartmentalized. ICIT has three main areas of activity: research, education, and advising. As chairman of ICIT, Peter has led its research and publishing. Programs have included Building the IS Organization of Tomorrow, Measuring the Business Value of IT, Redesigning the Organization, and How Cities Compete through IT.

## Keynote Speakers

#### **IT Modernization — How I&O Can Take the Lead in the New CIO Imperative**

Andy Kyte, VP, Gartner Fellow  
Monday, June 23, 8:00 am

#### **IT Operations Management Scenario — Trends, Directions and Market Landscape**

Donna Scott, VP, Distinguished Analyst  
Monday, June 23, 9:15 am

#### **Cloud Computing and the Future of Infrastructure**

Tom Bittman, VP, Distinguished Analyst  
Tuesday, June 24, 8:00 am

## EXPERIENCE THE EVENT NOW.

- **Podcasts.** Don't miss these compact segments on the hottest virtualization trends, hosted by conference co-chair Mike Chuba.
- **Video.** Watch IT community members talk about their virtualization experiences at Gartner Symposium/ITxpo.
- **Blog.** Receive a regular dose of industry knowledge and market intelligence from our analysts.
- **Audience polling.** Hear feedback on what your peers are doing via interactive polling.

Access it all at [gartner.com/us/iom](http://gartner.com/us/iom)

# Meet the Gartner Analysts

For over 25 years, Gartner analysts have been the trusted advisors to many of the world's largest and most demanding organizations. Gartner analysts draw constantly from the real-life challenges and solutions experienced by more than 45,000 clients worldwide.

## Summit Chairs



**Mike Chuba**  
Research VP

Focus Areas: IBM mainframes, high-end servers and data center issues



**Jeffrey Hewitt**  
Research VP

Focus Areas: Tech and service provider, IT hardware markets, server markets

## Analysts



**Patricia Adams**  
Research Director

Focus Areas: IT asset management tools and technologies, including asset repository, auto-discovery/inventory and software usage tools. Configuration management databases and service dependency mapping tools



**Tom Bittman**  
VP,  
Distinguished  
Analyst

Focus Areas: Infrastructure and operations maturity, server virtualization, cloud computing



**Kris Brittain**  
Research VP

Focus Areas: General coverage of IT service management processes, best practices, performance metrics and technology solutions. Primary focus on IT change management governance policy, integration with configuration and release management (from development to deployment), process methodologies (ITIL, CMMI & Cobit), organizational issue and change tools



**Will Cappelli**  
Research VP

Focus Areas: Automation, event correlation and fault analysis, management system architectures and real time infrastructure issues



**David Cappuccio**  
Research  
Managing VP

Focus Areas: IT operations, data center facilities and design, power and cooling, green IT



**Ted Chamberlin**  
Research Director

Focus Areas: Emerging communication services MPLS, IP-VPN and Metro Ethernet, hosted IP telephony, as well as traditional carrier voice and data services



**Carl Claunch**  
VP,  
Distinguished  
Analyst

Focus Areas: Primary research into grid computing, its markets and technologies, as well as cluster computing and high-performance computing



**Ronni Colville**  
VP,  
Distinguished  
Analyst

Focus Areas: Configuration management, CMDB, IT Service Dependency Mapping technologies, server provisioning and configuration management, traditional desktop management, and virtual provisioning and configuration management technologies



**David Coyle**  
Research VP

Focus Areas: IT service management including service desk, incident management, problem management, change management, process improvement (including the ITIL framework) and service-level agreement (SLA) management

## Meet the Gartner Analysts (continued)



**Deb Curtis**  
Research VP

Focus Areas: Network management, event management and business service management



**John Enck**  
Research VP

Focus Areas: Issues relating to Intel-based servers, Microsoft server OSs and LDAP directories



**Cameron Haight**  
Research VP

Focus Areas: Management of server virtualization environments; such as VMware, Citrix and Microsoft; development of operational best practices as well as the evaluation of emerging standards and technology providers; open-source software usage for the management of IT infrastructures



**Ed Holub**  
Research VP

Focus Areas: Availability management, operations process maturity, and other organizational and people issues in IT infrastructure/operations



**Andy Kyte**  
VP,  
Gartner Fellow

Focus Areas: Application strategy



**Mark Margevicious**  
Research VP

Focus Areas: End-user computing with a primary focus on PC desktop, notebook, and server-based computing; client-side computing policies, procedures and best practices, and justification and planning of technology deployments



**John Morency**  
Research Director

Focus Areas: Business continuity/disaster recovery with focus on compliance, security and risk management



**Bob Passmore**  
Research VP

Focus Areas: Storage networking, which includes SAN (FC and iSCSI), NAS, fabric, management software, storage arrays and organizational issues



**John R. Phelps**  
Research VP,  
Servers

Focus Areas: IBM mainframe, server consolidation, virtualization (mainframe and Unix), greening of the data center



**Jay Pultz**  
VP,  
Distinguished  
Analyst

Focus Areas: IT infrastructure and operations management best practices, consolidation/modernization, technology trends, networking/telecom, cloud computing, technology convergence, data center facilities, disaster recovery



**Dave Russell**  
Research VP

Focus Areas: Storage management software with a focus on backup/recovery, including deduplication, virtual tape libraries (VTLs), continuous data protection (CDP), storage resource management (SRM), Information Lifecycle Management (ILM), and both distributed and mainframe storage management software



**Donna Scott**  
VP,  
Distinguished  
Analyst

Focus Areas: Real-time infrastructure, business availability and business continuity/disaster recovery, best practices for IT operations management and architecture, end-to-end IT service management and 24/7 availability



**Michael Silver**  
Research VP

Focus Areas: Client operating systems, office productivity suites, Windows and office migrations, desktop management software and total cost of ownership issues



**David Williams**  
Research VP

Focus Areas: IT operations management; fault and event management (event correlation and analysis –ECA); Availability and Performance Management (A&PM), IT operations process automation (Runbook Automation – RBA); the role ECA, AP&M and RBA products provide to support and integrate with other IT operations areas such as business service management and problem management



**Stanley Zaffos**  
Research VP

Focus Areas: Storage and storage management software

# Agenda Session Descriptions

## Keynote Sessions

### Keynote 1: IT Modernization — How I&O Can Take the Lead in the New CIO Imperative

The future is not what it used to be. And we're not talking about the hardware, software, network and wetware, even though much of the technology you have today won't form part of your future service delivery platforms. The essential heart of IT modernization is the need to place new processes and value systems at the center of the IT organization, and treat the IT infrastructure as an evolving entity, rather than an amalgamation of disparate parts. CIOs will put IT strategic planning at the center of their agenda, and will be looking to I&O managers for leadership. Are you ready?

**Andy Kyte**

**"Is cloud computing viable, or do I have my head in the clouds?"**

### Keynote 2: IT Operations Management Scenario — Trends, Directions and Market Landscape

IT operations management professionals live in a constantly changing world and are challenged to move forward with IT transformation projects toward service and business alignment while dealing with the increasing change and complexity. This presentation will analyze key trends such as ITIL and process maturity, data center strategies, SOA and virtualization, and the impact on IT operations and service management. In addition, we will analyze the existing leaders in IT operations management software and market forces that could change that leadership.

- What trends are impacting IT operations management strategies, investments and actions?
- What are the strategies of the leading IT operations management suppliers?
- What is the future of IT operations management technologies?

**Donna Scott**

### Keynote 3: The Business Blueprint for the IT Platform

This session presents a blueprint to help guide the business-IT dialogue in future IT infrastructure investments. The presentation provides many case examples of successes in the reconfiguration and re-sourcing of capabilities and discusses some of the technology trends, such as virtualization, RFID, mobile data services and digital media that will enable business innovation as an everyday process rather than a "special" program and will ensure the IT infrastructure is integral both to today's efficiency and tomorrow's effectiveness. IT infrastructure becomes the base for business reconfiguration: rapid and flexible adjustment in processes, sourcing new capabilities, and improving the customer experience through services, support and interaction.

**Peter Keen, noted author and professor**

### Keynote 4: Cloud Computing and the Future of Infrastructure

"Cloud computing" is the hot topic in infrastructure, but the same technologies and techniques that will make cloud computing viable are making internal infrastructures more efficient and effective. We look at the hype and reality of cloud computing, the key trends in infrastructure and operations, and the road map for infrastructure and operations for the next five years.

- What is the future of infrastructure and operations, and how does cloud computing fit in?
- How will changes in processes, culture and technologies drive the evolution of infrastructure and operations?
- What will be the best practices in evolving infrastructure and operations over the next 10 years?

**Tom Bittman**

# Agenda Session Descriptions

## Track A – IT Operations Track

**“How and where do I start with CMDB... so I don’t end up starting again?”**

### A1: Ensuring Your CMDB Success: Ready, Set, Go!

Everyone is convinced that CMDBs will provide a mechanism for improved visibility to understand the impact of change. However, CMDBs are complicated projects which require significant preliminary work to ensure a successful implementation. This presentation focuses on organizational alignment, process design, data population and, of course, vendor selection. If a CMDB is in your company’s future, or you’re not sure, this presentation is not to be missed.

- What are the prerequisites to a successful CMDB?
- What are the tools to build and populate your CMDB and its IT services?
- How and where do you start — so you don’t have to start again?!

**Ronni Colville and Patricia Adams**

### A2: Incident and Problem Management in a Virtualized Environment

As IT organizations move toward a virtual environment, they will need to refine their incident and problem management processes and technologies in order to reduce downtime and maintain end user performance. In this session, we will discuss the best practices, metrics and technologies to improve root cause analysis, identify trends, and increase the availability of servers and applications in a virtualized environment.

- How does server virtualization complicate incident and problem management?
- Which KPIs and tool capabilities facilitate improved incident and problem management?
- What are the best practices for incident and problem management in a virtual server environment?

**David Coyle**

### A3: Climbing the Maturity Mountain from Event Management to Business Service Management

Event correlation and analysis (ECA) products help IT operations improve productivity and reduce troubleshooting time. Many are investigating Business Service Management (BSM) layer to display the status of end-to-end IT services and analyze IT infrastructure events for business impact. However, successfully deploying BSM tools requires considerable maturity in the underlying IT service management processes.

- What is driving IT operations groups to investigate ECA and BSM technologies?
- Which vendors, products and technologies will shape the future of ECA and BSM, in light of the numerous acquisitions and market consolidation that have occurred?
- What are the critical success factors and best practices in moving from event management to BSM?

**David Williams and Deb Curtis**

### A4: A Practical Approach to APM for the Modernized Application Portfolio

Classical approaches to APM have become increasingly ineffective. Application managers need an accurate picture of application health. In this presentation, we will discuss why new application architectures require a combination of new functionalities and critique the various APM solutions currently being offered by the vendor community.

- Why do classical approaches to APM fail for modern applications?
- What is the optimal way to orchestrate end user experience monitoring, application dependency mapping, component level response time and availability monitoring, and business transaction profiling in order to obtain an accurate picture of how an application is performing in production?
- Which vendors are furthest along in weaving these four functionalities together into a coherent offering?

**Will Cappelli**

## Track A – IT Operations Track (continued)

### A5: Congratulations, You're the CEO of IT Operations!

Running IT operations requires the head of IT infrastructure and operations to think and act like a CEO. There are fundamental business principles, such as understanding who your customers are and developing and marketing well-defined services, that satisfy customer needs at market competitive prices. In this presentation, we will explore pragmatic ways to run IT infrastructure and operations like a business.

- Why should the head of IT infrastructure and operations act like a CEO?
- What cultural implications and new organizational roles emerge when running IT operations like a business?
- What is the step-by-step road map to becoming a successful CEO of IT infrastructure and operations?

**Deb Curtis and Ed Holub**

### A6: Server Provisioning and Configuration Management – Are You Virtually Ready?

As IT continues on its journey to providing IT services, configuration management executes automated changes across end-to-end IT services. Configuration is a foundational process to change and release for providing a critical closed loop. Virtualization adds an element of acceleration that can benefit from existing configuration best practices, but will also introduce new challenges. Configuration automation will ensure repeatability and reduced manual costs, but the accuracy of configuration auditing will become even more critical. This presentation offers best practices in end-to-end configuration management.

- Why is server provisioning and configuration management a critical process for IT ops?
- How is the vendor landscape changing?
- What are the best practices and approaches to prepare you for managing both physical and virtual?

**Ronni Colville**

### A7: Putting People First – Organizing and Staffing Infrastructure and Operations

Many IT infrastructure and operations groups struggle with organizing and justifying their staffing needs. They reorganize frequently in an attempt to overcome specific problems, only to find they are experiencing a whole new set of issues. In this presentation, we will discuss how to optimize your IT infrastructure and operations structure, justify staffing levels and develop the new skills required for success.

- How can IT infrastructure and operations be organized to most effectively and efficiently deliver services?
- What strategies and methods can be used to justify staffing size?
- What skill set implications are there when moving to a business-driven process and service-centric operations group?

**Ed Holub**

**“The CEO wants me to run IT operations like a business.**

**Does anyone offer a course for that?”**

### A8: Making ITIL a Reality – Pitfalls and Strategies

ITIL has become the dominant method to focus on process maturity for IT infrastructure and operations groups. Learn how organizations are leveraging ITIL version 3 as a catalyst in transforming to a service-centric IT organization. In this session, we will discuss the pitfalls to avoid and successful techniques to realize benefits in quality, agility and cost.

- What is ITIL and how have organizations leveraged version 3?
- How do you avoid the most common pitfalls when implementing ITIL?
- What specific techniques are organizations using to realize the benefits that ITIL promises?

**Ed Holub**

# Agenda Session Descriptions

## Track B — Virtualization Track

### A9: Asset Management in a Virtualized World

Tracking virtual assets has both financial and contractual implications that companies often overlook, until a vendor audit occurs. The difficulty is compounded by a lack of discovery tools that can efficiently and cost-effectively uncover virtual instances and correlate them back to a license agreement. This presentation will highlight the risks that virtualization poses and offer guidance on how to better manage these shifting assets to be audit-ready.

- What are the asset management risks associated with virtualized PCs and servers?
- Who are the vendors and what are their approaches to virtualization?
- How can asset management programs support a virtualized environment?

**Patricia Adams**

### A10: The Realities of Using Workflow Products to Achieve IT Operations Automation

Industry hype has accelerated demand for a range of workflow-based tools to address a wide range of IT operations process automation tasks. Depending on where you sit within IT operations management, you may fail to comprehend the dichotomy of needs from both a macro and micro workflow perspective. The successful amalgam of IT process automation and IT change management tools will be dependent on removing domain biases and building new process management skills.

- Who is king — process, workflow or automation, and why do you care?
- What are the key macro and micro elements to automating IT change management?
- How can IT process automation tools (aka Run Book Automation) and ITCM technologies be complementary?

**Kris Brittain and David Williams**

**“Our operations staffing philosophy has been: ‘When in doubt, re-org.’ Isn’t there a better way?”**

**“Virtualization changes everything. Planning, management, processes, business models.**

**Are you sure this is a change for the better?”**

### B1: Virtualization Changes Virtually Everything

Virtualization is much more than a technology — it is a fundamental change in your IT architecture; your processes for planning, deployment and management; how your IT staff work, and how IT customers use IT; the agility of IT; how and what you pay for. Technology, processes, culture and business models will all change as you virtualize. Managing these changes effectively is critical.

- What is being virtualized, and when?
- What are the best ways to navigate the virtualization trend effectively?
- How should virtualization be used to accelerate overall IT evolution?

**Tom Bittman**

### B2: The Impact of PC Virtualization on Management and Deployment

PC virtualization and other client architecture changes introduce new management technologies and challenges, as well as new usage models. We evaluate these technical changes and consider the choices, issues, and scenarios of use that enterprise customers encounter.

- 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 Margevicious and Ronni Colville**

## Track B — Virtualization Track (continued)

### B3: Data Protection in a Server-Virtualized World

Organizations struggle with determining and then implementing the best practices for effectively managing data protection to meet the demanding data availability requirements of users, applications and regulations. As organizations implement server virtualization, data protection plans must be put in place to ensure availability; however the best approach is anything but clear. Learn about the many options for protecting these new environments and how to determine what is best for your business.

- Current state of the backup/recovery market and vendors
- New techniques for easing backup constraints
- Options and best practices for protecting a server-virtualized environment

**Dave Russell**

### B4: An Overview of Server Virtualization Management Standards, Products and Providers

The introduction of virtual server technology has led to the discovery that many management tools that IT organizations have invested in may not be able to adapt to this new environment. Sensing opportunity, many suppliers are rushing in to fill the gap. This presentation will examine the categories of tools to more clearly distinguish between them and the management standards that may evolve to facilitate the development of virtual server management tooling.

- How is the virtual server management market segmented?
- What standards will play a role in management product development?
- How can IT organizations protect themselves from the coming vendor churn?

**Cameron Haight**

### B5: Virtualization for Disaster Recovery

Virtualization technology is widely applied to provide a variety of benefits, including consolidation of space and cost reductions. However, these technologies also offer major advantages for disaster recovery purposes. Learn how these tools can make disaster recovery easier, cheaper and more effective.

- What benefits of virtualization are pertinent to disaster recovery?
- How can testing, preparation, normal operations and recovery activities be improved with virtualization?
- What tools, technologies and processes are useful to apply virtualization to disaster recovery?

**Carl Claunch**

**“We’re making the  
jump to server  
virtualization.**

**Unfortunately,  
our management  
tools aren’t.**

**What now?”**

### B6: Server Virtualization for x86: Trends, Best Practices, and the Future

Server virtualization is rapidly becoming the default — most large enterprises have started deployments, and penetration doubles each year. VMware has dominated the market, but good alternatives are emerging. The market is boiling with change — good choices and planning are important.

- How should users select server virtualization technologies?
- What are the best practices in deploying and managing server virtualization technologies?
- How will server virtualization technology evolve through 2012?

**Tom Bittman**

# Agenda Session Descriptions

## Track B – Virtualization Track (continued)

**“VMWare isn’t the only game in town anymore. What do you make of the competition?”**

### B7: Deploying and Managing Storage for Virtualized Servers

VMWare has enabled widespread deployment of server virtualization across the market. But what is the best way to deploy and manage storage for these environments?

- What are best practices in the deployment and management of storage for virtualized server environments?
- How do/will existing and future technologies/products best fit in storage management architectures?

**Bob Passmore**

### B8: Server Virtualization for the Unix and Mainframe Customer

Server virtualization, the default in the mainframe world, is rapidly becoming a major technology in the Unix world. This session evaluates the status and future of server virtualization in the non-x86 environment.

- What non-x86 server virtualization technologies are available?
- How do the different non-x86 shared OS virtualization technologies compare?
- How do the different non-x86 server partitioning virtualization technologies compare?

**John Phelps**

### B9: The Impact of Server Virtualization on IT Operations Processes and Organizations

Server virtualization provides substantial benefits to IT organizations seeking to reduce costs and improve their operational agility, but this virtualization comes with a price — often making an already complex IT infrastructure even more challenging to manage. In this session, we will explore how server virtualization technology is impacting traditional IT operations disciplines across the ITIL spectrum (such as configuration, capacity and problem management) and how these practice areas will evolve.

- How does server virtualization upset traditional operations orthodoxy?
- What operational processes need to adapt to this new environment?
- How will organizational roles and structures need to evolve to meet this new technology challenge?

**Cameron Haight**

**“Why is usage-based chargeback so difficult to achieve in virtualized environments?”**

### B10: Cost Allocation and Chargeback for Virtualized Environments

Virtualization, and shared service architectures in general, have increased the demand for chargeback solutions. At the same time, virtualized environments render traditional techniques of cost allocation, pricing, mediation, and billing ineffective or even counterproductive. In this presentation, we will discuss why virtualized and shared service architecture chargeback is such a seemingly insurmountable problem and provide some techniques by which its challenges may be overcome.

- Why is usage-based chargeback difficult to achieve in virtualized environments?
- What does fair cost allocation mean for a shared service architecture?
- What technologies are available to support virtualized environment and shared service architecture chargeback?

**Will Cappelli**



## Track C — Infrastructure: From Desktop to Data Center

### C1: Certain and Uncertain Future of the Server Operating System

The world of server operating systems is shrinking. Who will be the winners and losers? Will Windows and Linux growth come at the others' expense? Will the Unix market be stable, grow or decline? Will z/OS make a comeback in the market? This presentation will look at the fates of the operating systems and the vendors behind them.

- How will server operating systems change in the next five years?
- Which operating systems and platforms will exhibit growth — and which will not?
- How can organizations safely navigate the changes in the server landscape?

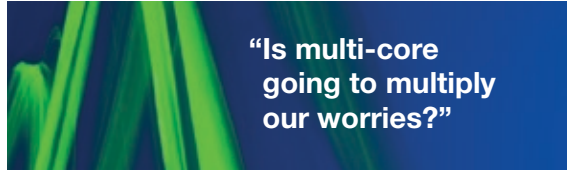
**John Enck**

### C2: Storage Trends and Disruptive Technologies

Market willingness to embrace new technologies has never been greater, nor has the rate of new technology introductions. This presentation identifies those technologies that enable users to meet ever more stringent SLAs, manage risks, improve productivity, and lower operating and environmental costs.

- What are the key market trends and applications fueling data growth?
- What storage technologies are capable of altering storage TCOs?
- Which vendors are likely to succeed as the market continues to mature and expand?

**Stan Zaffos**



**“Is multi-core going to multiply our worries?”**

### C3: Why Multi-core Should Worry You

Processor makers are turning to multi-core and multi-thread designs in their latest versions. This dramatic shift in basic processor design, analogous to the emergence of RISC architectures in the past, brings with it significant disruptions, ranging from application development to software licensing to operational decisions. Attend this session to learn how to best adapt to the new realities ahead.

- How will multi-core and multi-thread systems unfold in the coming years?
- What are the implications of these new approaches?
- How can data centers evolve to match the changes driven by these new technologies?

**Carl Claunch**

### C4: The IBM Mainframe Platform: Getting the Maximum Return on Your Investment

Many organizations continue to invest significant sums in their IBM mainframe environment and exploit its virtualization capabilities. 2008 will see the launch of IBM's next generation of mainframes — the z10. This session provides both a current and future snapshot into IBM's strategies with its mainframe platform and what tactics and strategies users can employ to get the maximum return on their mainframe investment.

- What is the short- and long-term future of the IBM mainframe?
- When will it make sense for current IBM mainframe customers to migrate to the newest product family?

**Mike Chuba**

# Agenda Session Descriptions

## Track C – Infrastructure: From Desktop to Data Center (continued)

### C5: Client Computing: Solving Real Problems with Virtual(ized) Answers?

Client computing connects users to applications, but devices get in the way. The devices on which your applications work must be managed and secured, but some are not yours to manage, while mobile devices present a moving target. Virtualization will turn those devices into bubbles of software. You will gain flexibility and new ways to manage the growing influx of consumer technologies.

- What does virtualization technology do and why should you care?
- How will virtualization technology in client computing evolve through 2012?
- What are the best practices for deploying and managing virtualization technologies in end user devices?

**Mark Margevicious and Mike Silver**

### C6: Emerging Storage Architectures

The growing credibility of emerging storage vendors, acquisitions by established vendors, and the ongoing introduction of new storage technologies and architectures into the storage market have made the storage market chaotic and the design of optimal storage infrastructures problematical. This presentation identifies those architectures and vendors that are likely to change the market by addressing the following key issues:

- What are the benefits and risks of emerging storage architectures?
- How should users deploy new architecture storage systems?
- Which vendors are likely to succeed as the market continues to mature and expand?

**Stan Zaffos**

### C7: Windows Server 2008: When Should You Care?

With the release of the Windows Server 2008 operating system (formerly code-named Longhorn), organizations must begin to evaluate when and how they will adopt this new release. This presentation will examine the value proposition of Windows Server 2008, how it affects the Windows software ecosystem, migration strategies, and the ongoing Windows Server road map.

- What are the value propositions of Windows Server 2008?
- How and when should organizations adopt Windows Server 2008?
- What should organizations expect after Windows Server 2008?

**John Enck**

### C8: Adopting x86 Server Virtualization

Many x86 server users are considering adopting some form of virtualization or have already done so. This presentation will explore where the x86 server market is in this process and where it is likely to go based on today's economic environment. It will also examine how this interacts with and affects such technologies as Linux and blade servers.

- What are the main drivers for the adoption of x86 server virtualization?
- How will the adoption of x86 server virtualization affect the server market?
- How will x86 server virtualization impact other technologies like Linux and blade servers?

**Jeffrey Hewitt**

**“When should I care about Windows Server 2008?”**

## Track C – Infrastructure: From Desktop to Data Center (continued)

### C9: Windows Vista and Office 2007 Migrations: Avoiding the Pitfalls

Most organizations are trying to decide whether to move to Windows Vista or Office 2007, or are already planning their migrations. As the most fundamental and potentially disruptive desktop infrastructure projects organizations consider, making the right decisions and avoiding the pitfalls of doing the project wrong can be the difference between success and disaster.

- What are the key features of Windows Vista and Office 2007?
- How long can current versions be run, and what alternatives are there to upgrading?
- How can ROI be attained, and what best practices should be followed during the migration?

Mike Silver

**“Demand for storage is exploding. How do we manage it without imploding?”**

**“We need more data center space.**

**Do we build, lease, outsource, or none of the above?”**

### C10: Build, Lease or Outsource: How Will You Acquire Your Future Data Center Space?

The decision to acquire additional data center capacity is no longer based solely on real estate and facilities. Risk mitigation, flexibility, power consumption and resource availability all have a role in the decision. You have options including building, leasing, buying or third-party facilities. This presentation will help you define the criteria and assess the market and costs involved with your data center sourcing options.

- What market drivers and key criteria will shape your data center decision?
- What are the strengths and challenges of the build/lease/outsource options?
- Who are the providers and what costs are associated with each option?

Ted Chamberlain

## ANALYST/USER ROUNDTABLES

Hear what your peers have to say about the IT issues that may be keeping you up at night. Join us for these lively sessions moderated by Gartner analysts.

- **To CMDB or Not to CMDB!**
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- **ITIL Implementation Best Practices and Lessons Learned**
- **Developing Effective Service Level Agreements**
- **Backup/Recovery Modernization**
- **Real-Time Infrastructure: Vision Versus Reality**
- **IOM Demand Planning – What Does the Business Really Intend to Do?**
- **IT Modernization**
- **Best Practices in Server Virtualization**
- **Best Practices for Continuous Application Availability**
- **The Power and Cooling Challenge in the Data Center**
- **Desktop Lockdown – What’s Worked and What Hasn’t?**

# Agenda Session Descriptions

## Track D – IT Modernization: The Emerging I&O Imperative

**“Our IT infrastructure is rapidly aging. So am I, trying to deal with all the issues we have.”**

### D1: IT Modernization and Its Impact on Infrastructure & Operations

Aging IT infrastructures, coupled with an increased need to be responsive to business demands, have forced many organizations to rethink traditional incremental technology improvement programs and focus on a holistic IT modernization program. This session explores the technologies and organizational issues IT managers will need to address during this process.

- What outside factors are driving IT modernization efforts?
- Which technologies will be impacted — or have the greatest impact on IT modernization?
- What organizational changes or impacts will need to be addressed?

**Dave Cappuccio and Carl Claunch**

### D2: IT Modernization and the Real-Time Infrastructure

Real-time infrastructure is being deployed by visionary enterprises, yet technology hype, standardization and process inhibitors still exist. At the same time, SOA, Web 2.0 and SaaS are driving greater requirements to share and optimize the infrastructure. We dispel the hype and provide guidance on what's real versus a promise, where to start, and how to build the real-time infrastructure.

- What are the drivers behind the desire to implement RTI architectures?
- How can enterprises lay the groundwork for achieving RTI and what have visionary enterprises achieved?
- Which technology suppliers are critical to achieve RTI and how are they positioned?

**Donna Scott**

### D3: Prepare IT Change Management for Emerging Technologies

With new technical capabilities such as virtualization and architectural models such as SOA, the concept of change agility is being recast. New planning and control techniques will be required to accommodate complex dependencies and replace the monolithic application structure. Control of costs, quality, complexity and delivery will demand IT change management to govern the links among stakeholders, technical processes and the underlying tools and technologies.

- What new emerging technologies will challenge IT change management?
- How will tools evolve to support IT change management in the future?
- What adjustments to IT change management policy will be necessary to adapt to this new environment?

**Kris Brittain**

### D4: The Gartner Infrastructure & Operations Maturity Model — A Road Map to Business Alignment

IT infrastructure and operations (I&O) need to provide IT services at the cost, speed and performance the business expects. To systematically improve and leverage those actions that offer the greatest potential, Gartner has developed the I&O Maturity Model (IOMM). Here we briefly describe the IOMM and show how you can use it to become more aligned with the business.

- What is the Gartner IOMM and how can it best be utilized?
- To achieve business alignment, on which improvement initiatives should I&O leaders focus their efforts?
- How should I&O leaders measure progress toward business alignment?

**Donna Scott and Jay Pultz**

## Track D — IT Modernization: The Emerging I&O Imperative (continued)

### D5: IT Modernization — Don't Let Power and Cooling Issues Kill Your Dream

With consolidation and high-density server farms, equipment can require 25 thousand watts per rack or more. The heat produced requires new solutions in power and especially cooling management, data center design and layout, and processor efficiency. This presentation examines the problem and the new power and cooling technologies, design strategies, management tools, and server technologies that will address this critical issue.

- What drives the power and cooling issue and what are the cost and operational impacts of this problem?
- How can data center managers employ design principles or organizational initiatives to mitigate the problem?
- What is the cost of a scalable data center that can adapt to these loads?

**Dave Cappuccio**

**“The business is considering SaaS without consulting IT. How do I get involved now so I can avoid saying I told you so later?”**

### D6: Greening the Data Center

This presentation will look at the reasons an enterprise might want to consider a “green” data center and what that actually means. It considers some best practices that can be done today and will also look at key green technologies and processes to consider for the future.

- What critical forces will drive enterprise green data center strategies during the next five years?
- What best practices and processes should users follow when designing a green data center?
- What key green technologies will emerge in the next five years?

**John Phelps**

**“Our data center has power and cooling issues.**

**How do I avoid feeling the heat?”**

### D7: Improving DR Testing Efficiency and Quality through Best Practices and Virtualization

Effective disaster recovery testing is a critical factor for business resiliency. However, as mission-critical business processes, applications and data grow, sustaining the quality of the test process can be a daunting challenge. This session will discuss how the combination of best practices and virtualization technology can help reduce DR testing complexity, cost and logistics.

- What are key technical and logistical challenges that impact the effectiveness of disaster recovery testing?
- How can best practices improve DR test results?
- How can server, storage and network virtualization supplement best practices by improving DR test efficiency and lowering testing costs?

**John Morency**

### D8: The Impact of Software as a Service (SaaS) on IT Infrastructure and Operations


Businesses are increasingly considering the SaaS model for new systems and leaving IT out of the decision. However SaaS systems are seldom implemented in a vacuum and IT I&O can face problems if they don't proactively examine SaaS systems. We will discuss how I&O can work with the business to evaluate SaaS offerings, meet architectural and availability standards, and plan for system management.

- How do SaaS and other alternative delivery models impact the I&O teams?
- How can I&O embrace SaaS to deliver greater value to the business?
- What best practices and metrics should I&O utilize to better manage SaaS systems?

**David Coyle**

# Agenda Session Descriptions

## Track D – IT Modernization: The Emerging I&O Imperative (continued)



**“When 2012 rolls around, will I regret the technology decisions I made in 2008?”**

### D9: IT Infrastructure & Operations (I&O) Consolidation: Best Practices

Consolidating IT I&O will continue to be a high priority for I&O leaders – not just to reduce costs but to make I&O more agile, improve performance, and utilize power/cooling more effectively. Consolidation is also a prerequisite to effective virtualization. In addition to data center and server consolidation, there are opportunities to consolidate EVERY major I&O system. We provide you best practices for consolidation projects and a road map to continual I&O refinement.

- What are the key benefits and drivers of IT infrastructure consolidation?
- What guidelines should I&O leaders follow in consolidating data centers, servers and other IT systems such as networking?
- How can I&O leaders best manage consolidation projects?


**John Phelps and Jay Pultz**

### D10: Storage Resource Management (SRM): 2008

SRM solutions are approaching two decades of availability in the marketplace. While these offerings have enormous potential benefits, there is confusion and skepticism about their value and how to articulate a business case for them. SRM products come with a diverse range of functionality and are sold by numerous vendors. Learn what SRM can offer, how it can be used today, and who are the leading providers.

- What is the current state of the SRM market and where is it headed?
- What are vendors providing today?
- What’s new with SRM and server virtualization?

**Dave Russell**



**“Say goodbye to my legacy infrastructure? And hello to... what exactly?”**

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