



Gartner
IT Infrastructure
Operations & Management
Summit 2009

ATTENDEE SURVIVAL GUIDE

Dear Attendee:

Thank you for registering for the **Gartner IT Infrastructure, Operations & Management Summit, June 23-25, 2009** at the **Gaylord Palms Resort & Convention Center** in **Orlando, FL**.

To assist you in preparing for the conference, enclosed you will find detailed information regarding the following topics:

- General Conference Information
- Agenda Builder
- Gartner Analyst One-on-One Appointments and Analyst/User Roundtables
- Online Documentation Access
- Your Personal Justification Kit

Please log onto gartner.com/us/iom to view the latest agenda, conference updates, schedule Analyst One-on-One Appointments, Analyst/User Roundtables and/or Face-to-Face Sponsor Meetings.

If your conference registration is not paid in full, payment is due prior to the start of the conference by company check, credit card or Gartner Conference Ticket. Please note: If your conference registration is paid in full by **Monday, June 8, 2009**, you will receive access to pre-event conference documentation via email.

If you have any questions, comments and/or concerns regarding the Gartner IT Infrastructure, Operations & Management Summit please contact our Registration Team at +1 866 405 2511 (US and Canada), +1 650 226 0825 (International) or send an email to us.registration@gartner.com and we'll be happy to assist you.

Sincerely,

The Gartner Worldwide Events Team

GENERAL CONFERENCE INFORMATION

TIME:

For your convenience, pre-conference registration will take place in the **Osceola Lobby** of the **Gaylord Palms Convention Center** on Monday, June 22, 2009 from 4:00 p.m. – 7:00 p.m. Registration will re-open Tuesday, June 23 at 7:00 a.m. The conference Welcome Address will commence on Tuesday, June 23 at 8:00 a.m. The conference will adjourn Thursday, June 25 at 3:30 p.m.

[Click here](#) to view the IT Infrastructure, Operations & Management agenda at a glance; inclusive of all conference dates, times and sessions.

DOCUMENTATION:

On-site you will receive a documentation key (included in your conference materials) which will grant you access to conference documentation via the Web. Please note that paper documentation will not be available on-site. There are limited printing facilities at the **Gaylord Palms**; please contact the hotel directly for business center pricing information +1 407 586 0000.

PRE-EVENT DOCUMENTATION ACCESS:

Full payment received by **5:00 p.m. Monday, June 8** will allow you pre-event access to any conference documentation available at that time. The conference documentation key along with online documentation access instructions will be distributed via email, approximately 14 business days prior to the event.

HOTEL CONTACT INFORMATION:

Gaylord Palms Resort & Convention Center
6000 W. Osceola Parkway
Kissimmee, FL 34746
Phone: 1 407 586 0000
Website: www.gaylordhotels.com/gaylord-palms

RESERVATIONS: **BOOK NOW TO SECURE SPECIAL GARTNER RATE!**

As an attendee you are responsible for booking your own hotel reservations. You may do so by contacting the **Gaylord Palms** directly at +1 407 586 2000. Please specify that you are attending the Gartner IT Infrastructure, Operations & Management Summit to receive the special nightly group rate of \$189.00 (plus tax and a \$15 resort fee). Check-in time at the Gaylord Palms is 3:00 p.m.; check-out is at 11:00 a.m.

AIRPORTS AND TRANSPORTATION:

Orlando International Airport (MCO)

- Orlando International Airport (MCO) is located approximately 8 miles (25-30 minutes) away from the Gaylord Palms Resort & Convention Center. [Click Here](#) for driving directions.
- Taxi service from Orlando International Airport costs approximately \$40-65 USD one-way.
- Shuttle service is available through Mears Transportation Group; [click here](#) for fares and/or to make your reservation.

PARKING:

Self Parking is available at the Gaylord Palms for \$12 per day; Valet is available for \$20 per day. Both with in and out privileges.

EXPENSES:

All conference costs including transportation, lodging and extra meals are at each participant's expense. Gartner will provide for certain services such as select meals, refreshments and entertainment. The Gaylord Palms accepts all major credit cards. An ATM is located in the hotel lobby for your convenience.

AREA ATTRACTION INFORMATION:

Gaylord Palms is conveniently located in the heart of Central Florida and near dozens of spectacular theme parks and local attractions, including Walt Disney World® theme parks, SeaWorld®'s Discovery Cove, and Universal Orlando. Most attractions are located within several minutes from Gaylord Palms, and our staff is happy to assist with directions and transportation needs.

Complimentary scheduled shuttle bus service is available from the resort to the Disney theme parks. Shuttles to SeaWorld, Universal Orlando, and Wet-n-Wild are \$16 per person round-trip and must be booked through the Hotel Concierge at least 6 hours prior to pick up. Guests may visit the Hotel Concierge for assistance with booking tickets online for SeaWorld, Universal Orlando, and Wet-n-Wild.

NON-SMOKING POLICY:

Gartner, along with the Gaylord Palms maintains a non-smoking policy for all meeting rooms and conference meal functions. We thank you in advance for your cooperation.

CANCELLATIONS AND SUBSTITUTION POLICY:

Registrations may be refunded or a ticket re-activated, if the cancellation is made in writing up to 15 business days prior to the start of the event. Cancellations received within 15 business days of an event or non-attendance will not be refunded and/or the ticket will be kept. Substitution of registrations may be made at any time up to the start of the conference. Sharing of attendee passes is not permitted.

This conference is sponsored by Gartner which reserves the right, at its sole discretion, to limit or deny access to the conference to any entity or individual. Gartner's receipt of an application and/or payment does not constitute acceptance. Application and payments that are not accepted will be returned.

ATTIRE:

While many attendees choose to wear business attire to conference sessions, business casual attire is equally appropriate. We suggest you bring informal attire for free time comfort. Temperatures in meeting rooms may vary, thus we also suggest you dress in layers. The temperature in Orlando in June ranges from an average low of 71 degrees to an average high of 91 degrees.

BUSINESS CARDS:

Please bring business cards with you to the conference to help expedite registration formalities and to assist with networking.

PHOTOGRAPHY, VIDEO & AUDIO RECORDING:

All forms of photography, video, and audio recording are prohibited at all event sessions, presentations, exhibitions, functions, and meals without prior written permission from Gartner.

SPECIAL NEEDS:

Do you have special needs (dietary, etc.) that we can address to make your participation more enjoyable and meaningful? Please contact Jacquelyn Slezak at +1 203 316 1794 or jacquelyn.slezak@gartner.com to advise of your needs.

QUESTIONS:

If you have any questions, comments and/or concerns regarding the Gartner IT Infrastructure, Operations & Management Summit, please contact our Registration Team at +1 866 405 2511 (US and Canada), +1 650 226 0825 (International) or send an email to us.registration@gartner.com.

JUSTIFICATION KIT

Building Your Roadmap and ROI Reporting Made Simple: We're making it easier than ever to justify your investment in attending the Summit. Don't wait until your back in the office to pull all your thoughts and notes together. Leverage the ROI Worksheet that will help organize what you learn and provide you the blue-print to develop your IT Infrastructure, Operations & Management roadmap for success. Use the Post-Event Brief including notable takeaways as well as a customizable Trip Report to make it easy to recap the Summit experience and demonstrate the return on your investment. [Click here](#) to access the justification kit for the Gartner IT Infrastructure, Operations & Management Summit.

AGENDA BUILDER

Our conference [website](#) includes an [Agenda Builder](#) function that allows you to:

- Create a personalized agenda ahead of the summit
- Export your personalized agenda to your Outlook calendar
- Schedule Gartner Analyst One-on-One Appointments and Face-to Face Sponsor Meetings
- View and download conference documentation/presentations.
- View our current list of Sponsors
- Now Available! Agenda Builder for your [Mobile Device](#)

ANALYST/USER ROUNDTABLES (AURs)

All User attendees are invited to register for Analyst/User Roundtable sessions. These discussions are focused on a specific topic, moderated by a Gartner analyst, with limited seating per session. Analyst/User Roundtables are a great forum for hearing what your industry peers are experiencing on topics and issues similar to yours. We would encourage you to pre-book these sessions before arriving on-site. Alternatively, you may register on-site via the One-on-One Registration desk. Bookings will be taken on a first come first served basis. [Click here](#) to schedule and view a full listing of AURs for the Gartner IT Infrastructure, Operations & Management Summit.

GARTNER ANALYST ONE-ON-ONE APPOINTMENTS

Gartner Analyst One-on-One Appointments are 30-minute private meetings with our analysts where clients can ask questions related to their specific needs and issues. Pre-event registration via our online Agenda Builder for Gartner Analyst One-on-One Appointments is available for Tuesday, June 23 only. Appointments for Wednesday and Thursday may be scheduled on-site at the One-on-One Registration Desk beginning Monday, June 22. [Click here](#) to pre-register for an Analyst One-on-One Appointment.

ONLINE DOCUMENTATION ACCESS

In accordance with global green initiatives Gartner now only offers online access to conference documentation/presentations. If your conference registration is paid in full approximately two weeks (by 5:00 p.m. (EST) June 8) prior to the event you will receive an email providing you with the conference documentation key and online documentation access instructions. The key will allow you to access and download all conference documentation available at that time. We encourage you to take advantage of this offer to preview sessions and plan your time at the conference.

You will also receive the conference documentation key and online access instructions upon registering on-site. If you wish to view session documentation while onsite, we encourage you to bring your laptop and spare batteries. Wireless connectivity will be available in all session rooms as well as throughout the conference space to assist with viewing presentations while attending the conference. If you desire hard copy, it is a good idea to print-out conference presentation before leaving the office, as there are limited printing facilities at the Gaylord Palms.

ATTEND ANOTHER CONFERENCE

Plan your attendance at another Gartner conference! For an up-to-date listing of 2009 events and to receive updated, detailed information as it becomes available, please visit Gartner.com/events. You may also contact our Registration Team at +1 866 405 2511 (US and Canada), +1 650 226 0825 (International) or send an email to us.registration@gartner.com and we'll be happy to assist you in registering for another Gartner Event.