



**Gartner**  
Outsourcing & Vendor  
Management  
Summit 2009

## ATTENDEE SURVIVAL GUIDE

Dear Attendee:

Thank you for registering for the **Gartner Outsourcing & Vendor Management Summit, May 4-6, 2009** at **Mandalay Bay Resort & Casino** in **Las Vegas, NV**.

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/outsourcing](http://gartner.com/us/outsourcing) 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 **Friday, April 17, 2009**, you will receive access to pre-event conference documentation via email.

If you have any questions, comments and/or concerns regarding the Gartner Outsourcing & Vendor 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](mailto: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 at the **Islander Registration Desk** in the **Mandalay Bay Convention Space** on Sunday, May 3, 2009 from 12:00 p.m. – 7:00 p.m. Registration will re-open Monday, May 4 at 7:00 a.m. The conference Welcome Address will commence on Monday, May 4 at 7:45 a.m. The conference will adjourn Wednesday, May 6 at 2:30 p.m.

### 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 **Mandalay Bay Resort & Casino**; please contact the hotel directly for business center pricing information +1 702 632 7777.

### PRE-EVENT DOCUMENTATION ACCESS:

Full payment received by **5:00 p.m. Friday, April 17** 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:

Mandalay Bay Resort & Casino  
3950 Las Vegas Boulevard South  
Las Vegas, Nevada 89119 USA  
Phone: +1 702 632 7777  
Website: [www.mandalaybay.com](http://www.mandalaybay.com)

### 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 **Mandalay Bay Resort & Casino** directly at +1 877 632 7800. Please specify that you are attending the Gartner Outsourcing & Vendor Management Summit to receive the special nightly group rate of \$189.00 (plus tax). There is a 2 night minimum stay required for any nights from May 3-4, 2009 at both Mandalay Bay Resort and THEhotel. There will be a 1st nights deposit charged at the time the reservation is made to guarantee. The deposit is refundable up to 15 days prior to arrival. Check-in time at Mandalay Bay is 3:00 p.m.; check-out is at 11:00 a.m.

### AIRPORTS AND TRANSPORTATION:

#### McCarran International Airport (LAS)

- McCarran International Airport (LAS) is located approximately 10-15 minutes away from Mandalay Bay Resort & Casino. Taxi service is available for up to five people for approximately \$16-20 USD one-way.
- Shuttles are available at the airport and they drop off at all the major strip hotels. Mandalay Bay is usually either the very first drop off or the very last drop off. Shuttles generally cost \$4-\$6 per person. Varieties of shuttle/limousine services are available at McCarran, and are located on the north and west sides of baggage claim, outside door exits 8-14.
- Limousine Service for Mandalay Bay is available via CLS Limousine Service. Please contact CLS directly at +1 702 740 4545 or [www.clslimo.com](http://www.clslimo.com) for additional details and pricing.

**PARKING:**

Valet and Self Parking are available at Mandalay Bay Resort & Casino at no additional cost.

**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. Mandalay Bay Resort & Casino accepts all major credit cards. ATMs are located throughout the casino for your convenience.

**AREA ATTRACTION INFORMATION:**

Mandalay Bay Resort & Casino is located on the infamous Las Vegas strip! Visit [www.mandalaybay.com](http://www.mandalaybay.com) for exciting details.

**NON-SMOKING POLICY:**

Gartner, along with Mandalay Bay Resort & Casino 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 that you bring informal attire for free time comfort. Temperatures in meeting rooms may vary, thus we also suggest that you dress in layers. The temperature in Las Vegas in May ranges from an average low of 63 degrees to an average high of 86 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 Jennifer Sclafani at +1 203 316 6125 or [jennifer.sclafani@gartner.com](mailto:jennifer.sclafani@gartner.com) to advise of your needs.

## QUESTIONS:

If you have any questions, comments and/or concerns regarding the Gartner Outsourcing & Vendor 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](mailto: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 Outsourcing & Vendor 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 Outsourcing & Vendor 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 Outsourcing & Vendor 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 Monday, May 4 only. Appointments for Tuesday and Wednesday may be scheduled on-site at the One-on-One Registration Desk beginning Sunday, May 3. [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) April 10) 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 Mandalay Bay Resort & Casino

## **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](http://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](mailto:us.registration@gartner.com) and we'll be happy to assist you in registering for another Gartner Event.