



ATTENDEE SURVIVAL GUIDE

Dear Attendee:

Thank you for registering for the **Gartner Identity and Access Management Summit, November 9-11, 2009** at the **Sheraton San Diego Hotel & Marina** in **San Diego, CA**.

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/iam 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, October 23, 2009**, you will receive access to pre-event conference documentation.

If you have any questions, comments and/or concerns regarding the Gartner Identity and Access 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

HOTEL CONTACT INFORMATION:

Sheraton San Diego Hotel & Marina
1380 Harbor Island Drive
San Diego, California 92101 USA
Phone: +1 619 291 2900

Website: <http://www.starwoodhotels.com/sheraton/property/overview/index.html?propertyID=127>

TIME:

For your convenience, pre-conference registration will take place in the **Harbor Island Foyer** of the **Sheraton San Diego Hotel & Marina** convention space on Sunday, November 8, 2009 from 4:00 p.m. – 6:30 p.m. Registration will re-open Monday, November 9 at 7:00 a.m. The conference Welcome Address will commence on Monday, November 9 at 8:00 a.m. The conference will adjourn Wednesday, November 11 at 12:45 p.m.

DOCUMENTATION:

Fully registered attendees are granted access to conference documentation via our Agenda Builder feature on the Web. All you need is your gartner.com username and password to access. Please note that paper documentation will not be available on-site. There are limited printing facilities at the **Sheraton San Diego Hotel & Marina**; please contact the hotel directly for business center pricing information +1 619 291 2900.

PRE-EVENT DOCUMENTATION ACCESS:

Full payment received by **5:00 p.m. Friday, October 23** will allow you pre-event access to any conference documentation available at that time. Online documentation access instructions will be distributed via email, approximately 14 business days prior to the event.

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 **Sheraton San Diego Hotel & Marina** directly at +1 619 291 2900. Please specify that you are attending the Gartner Identity and Access Management Summit to receive the special nightly group rate of \$229.00 (plus tax). Check-in time at Sheraton San Diego Hotel & Marina is 3:00 p.m.; check-out is at 12:00 p.m.

AIRPORTS AND TRANSPORTATION:

San Diego International Airport (SAN)

- The San Diego International Airport (SAN) is located directly opposite the Sheraton San Diego Hotel & Marina. Taxi service is available for approximately \$5-7 USD one-way.
- The Sheraton San Diego Hotel & Marina provides complimentary Airport Shuttle service to and from the San Diego International Airport. Shuttle runs every 15 minutes, between the East and West Towers as well as the San Diego International Airport. Look for the gray, white and blue vans.

PARKING:

Valet Parking is available at the Sheraton San Diego Hotel & Marina for \$28 USD a day; self parking is available for approximately \$22 USD a 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 Sheraton San Diego Hotel & Marina accepts all major credit cards. An ATM is located in the hotel lobby for your convenience.

AREA ATTRACTION INFORMATION:

The Sheraton San Diego Hotel & Marina enjoys a prime waterfront location on lovely San Diego Bay. Many of the area's most popular attractions are within a short drive, including the San Diego Zoo, Gaslamp Quarter and Sea World Park. Shops and restaurants abound at nearby Horton Plaza, and the famous border town of Tijuana beckons you to sunny Mexico, less than an hour away.

NON-SMOKING POLICY:

Gartner, along with the Sheraton San Diego Hotel & Marina 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 San Diego in November ranges from an average low of 50 degrees to an average high of 72 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 Christine Walsh at +1 203 316 3864 or christine.walsh@gartner.com to advise of your needs.

QUESTIONS:

If you have any questions, comments and/or concerns regarding the Gartner Identity and Access 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 Identity and Access 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 Identity and Access Management Summit.

AGENDA BUILDER

Our conference [website](#) includes an [Agenda Builder](#) feature 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
- 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/or view a full listing of AURs for the Gartner Identity and Access 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, November 9 only. Appointments for Tuesday and Wednesday may be scheduled on-site at the One-on-One Registration Desk beginning Sunday, October 4. [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) October 23) prior to the event you will receive an email providing you with the online documentation access instructions. This 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.

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 Sheraton San Diego Hotel & Marina.

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.