Early-bird discount
Save $400 before 17 March

Gartner IT Infrastructure, Operations & Data Center
Summit 2017
15 – 16 May / Hilton Sydney
gartner.com/ap/datacenter

@ the core of change

• Cloud Management Strategies
• Optimizing IT Operations
• The Impact of IoT on I&O
• End-user Computing Strategies
• Leadership and Team Management
• Infrastructure Agility

#GartnerDC
As demands for innovation and cost management escalate, and digital business evolves, so do your infrastructure and operations (I&O). Your decisions must be more business-driven and value-focused and you must clearly articulate the value of IT, and not just its costs.

Today, organizational transformation is the driver for the data center, infrastructure and operations. It is the impetus for business-driven strategies and investments.

As an I&O professional, you must be an enabler — embracing agile deployment models that include cloud, containers and micro services, managing an explosion of data, and achieving ever-rising service levels.

You must be an influencer — working in a collaborative culture built on new business relationships and financial acumen.

Most of all, you must be a transformer — laying the foundation for the vast digital ecosystem and hybrid data center of the future.

Join us at the Gartner IT Infrastructure, Operations & Data Center Summit 2017 in May at the Hilton Hotel in Sydney. Reinvent your I&O role to become a key driver in the transformation of your organization and position yourself @ the core of change.

**Key benefits**

- Transform I&O roles, skills and culture for the digital business environment
- Apply a bimodal strategy that delivers both core services and enables agility
- Develop a “cloud-first” organization, be it public, private or a hybrid of the two
- Determine the role of containers, hyperconvergence and software-defined networks
- Develop strong leadership capabilities that minimize the risk of “shadow” IT
- Drive cost out of infrastructure in innovative new ways and bring added value
- Stay apprised of markets trends in I&O, mobility, networks and new technologies
Who should attend

- IT Strategy & Planning
  - IT Operations Leaders
  - Data Center Leaders
  - Cost Optimization Strategists
  - Vendor Management Leaders
  - Organization and Staffing Management

- IT Operations & Service Delivery
  - IT Operations Management
  - Service Delivery Management
  - Cloud Service Management

- IT Infrastructure & Data Center Management
  - Data Center Management
  - IT Infrastructure Management
  - Network Services Management
  - Servers & Storage Management
  - Data Center Architecture
  - Business Continuity & Recovery Management

- Mobile, Cloud & Desktop Virtualization
  - End-User Computing
  - Client Computing Operations
  - Mobile Computing Solutions
  - Desktop Engineering & Operations

What’s new for 2017

- Contract Negotiation Clinics for cloud and virtualization to help you drive meaningful negotiations with solution providers
- Spotlight on DevOps to help build capabilities and invest in skills, technologies and processes
- Focus on containers and the benefits that they can bring to I&O teams
- Ask the Analyst sessions to give wider access to analysts and peers addressing specific questions
- Increased number of Gartner Analysts, including dedicated analysts for Financial Services and Public Sector, bringing wider capabilities

Hot topics

- Cloud Computing, Provisioning and Management
- Infrastructure Agility with Web-scale, Containers and Software-Defined Infrastructure
- Cost Optimization through Value-Driven Opportunities for the Business
- Impact of Internet of Things (IoT) on I&O
- DevOps and Bimodal IT to balance Speed and Risk in Support of the Business
- Leadership, Skills Development and Team Organization
- Driving increased levels of I&O Automation
- Supporting the Digital Workforce with End-User Strategies

Gartner Predicts

Through 2019, every $1 enterprises invest in innovation will require an additional $7 in core execution.
Guest keynote

Richard de Crespigny is Australia’s Sully. In the very early stages of the Singapore/Sydney leg of flight QF32, one of the A380 aircraft’s four engines exploded. The damage to the aircraft was extensive. The incident brought into play Richard de Crespigny’s considerable skills involving teamwork, leadership, crisis management and problem solving. These reflections will help the audience consider the traits, processes, plans and talent required to be effective Digital Business leaders within their organizations.

Gartner opening keynote

At the Core of Change
As the digital wave advances, I&O leaders must act quickly to create a strategy that’s agile, scalable, and responsive to change. They must be prepared to embrace disruptive technologies ranging from AI and Machine Learning through to IoT and cybersecurity. Automated, reliable and agile I&O technologies will need to replace a fragile, complex and static I&O environment. In this continuously disruptive environment, I&O leaders will have to keep pace with business objectives, by rethinking their approach toward people, process and technology. They must continue to break down the core cultural conflict in I&O, drive change and empower their teams.

Direct access to unbiased Gartner expertise

Proprietary Gartner Research
Gartner understands that in today’s constantly evolving I&O Landscape, having the right information at the right time is crucial to decision-making success. Our rigorous research methodology and objective point of view cut through complexity to deliver a deeper, more comprehensive understanding of technology and business impacts.

Gartner Magic Quadrants
Who are the competing players in the major technology segments? How are they positioned to help you over the long haul? Through the application of unique visuals and a uniform set of evaluation criteria, Gartner Magic Quadrants help you understand how well technology providers are executing against their sated vision.
Meet the analysts

Gartner has the largest base of IT research analysts and consultants in the world. Gartner’s global research organization offers the combined brainpower of 1,280 research analysts and consultants who advise executives in 85 countries every day. Hear from the Gartner IT Infrastructure, Operations & Data Center Research community as they share their latest insight and advice.

Stewart Buchanan
Research VP
@stewartITAM
- Mastering IT Budgeting and Financial Transparency
- Enhancing and Communicating Performance and Measurement of Business Value of IT
- Developing and Managing the Governance of IT in a Digital Business Context
- Aligning IT, IoT and Operational Technology Investments
- Managing Cost Optimization

Michele Caminos
Managing VP
- Marketing, Sales and Channel Effectiveness
- New Market Opportunities
- Go-to-Market Planning
- Infrastructure and Operations Leaders

Neville Cannon
Research Director
@NevCannon
- Modernizing Legacy Mission-Critical Applications in Government
- Transitioning to Digital Government
- Cloud Computing
- Creating and Managing Shared Services

Paul Delory
Research Director
- Infrastructure Modernization
- Build and Market Web-Scale and Hyperconverged infrastructure
- SDx: Build and Market Software-Defined Data Center Offerings
- Product Strategy

Sanjit Ganguli
Research Director
- Infrastructure and Operations Leaders
- Optimize IT Operations and DevOps to Drive Business Value
- Planning, Sourcing and Managing Network Infrastructure
- Creating and Monitoring Metrics, Dashboards and Scorecards

Ian Head
Research Director
@Iheadof
- Optimize IT Operations using ITSM, ITIL and DevOps
- IT4IT
- DevSecOps
- Agile and Anti-fragile Operations
- IT Infrastructure Change Management, Capacity Management and Service Level Management

Katherine Lord
Research VP
@katherineLord
- Infrastructure and Operations Leaders

Nathan Hill
Research Director
- Mobile and Endpoint Strategies

Stephen Kleynhans
Research VP
- Infrastructure Agility
- Mobile and Endpoint Strategies

Julia Palmer
Research Director
- Infrastructure Agility
- Infrastructure and Operations Leaders
- Positioning and Messaging
- Managing Cost Optimization

Andy Rowsell-Jones
Research VP
- Developing Strategy and Creating a Strategic Plan
- Strengthening Business Relationships
- Building and Expanding a Digital Business
- Developing and Managing the Governance of IT in a Digital Business Context
- Managing Cost Optimization

Alistair Newton
Research VP
@alistairnewton
- The Challenges of Digital Banking
- Developing and Managing Mobile Financial Services
- Adopting and Managing Innovation Customer Experience
- Emerging Payment and Digital Commerce Models
- Managing the Changing Customer/Bank Relationships

Alan Waite
Research Director
@Alan_D_Waite
- Cloud Computing
- Infrastructure Agility
- Modernizing Integration Strategies and Infrastructure
- Infrastructure and Operations Leaders
- Data Center Modernization

Michael Warrilow
Research Director
@micwarg
- Infrastructure Agility
- Infrastructure Modernization
- Build and Market Cloud-Based Offerings
- Grow Agile Infrastructure Opportunities
- Maximize Maturing Infrastructure Opportunities

Evan Zeng
Research Director
- Planning, Sourcing and Managing Network Infrastructure
- Infrastructure and Operations Leaders
- Go-to-Market Planning
- Infrastructure Agility
- Grow Agile Infrastructure Opportunities

Visit gartner.com/ap/datacenter for updates and to register!
Plan your experience

Agenda tracks

A. Leading in the Era of Digital Business
As your organization moves into the era of digital business, you will need to find and support new organizational capabilities, skills, roles and competencies to deliver results — or risk being bypassed. This track focuses on becoming a confident, skilful and visible leader as well as maximizing the contributions of every individual in your organization.

• Attracting, developing and retaining IT personnel
• Building business acumen
• Changing the IT culture
• Cost optimization

B. Optimizing IT Operations for Today and Tomorrow
Organizations are facing multiple transformation challenges. Digital business requires rapid delivery of new services and business outcomes, all provided in a continuous and iterative fashion. I&O must rise to meet this new challenge and therefore work in two distinct modes of IT service delivery — managing traditional environments while simultaneously supporting exploratory solutions. This track explains how to deliver a full range of IT services to optimize IT performance. It includes topics such as process improvement, bimodal operations, automation and IT service delivery.

• Best practices to manage infrastructure
• Identify and execute high-value initiatives
• IT operations management and IT service management tools
• DevOps and bimodal IT

C. Charting a Course for Your Core Infrastructure
As IT responds to changing business requirements, it will be pressured to support rapid innovation to help pursue new opportunities. At the same time, legacy infrastructure must be modernized to reduce operational costs and gain sufficient flexibility to provide back-end support for new initiatives. This track examines how the lines between traditional technology silos are blurring, and how to respond. It includes topics such as hyperconvergence, cloud computing and software-defined.

• Virtualization, containers and microservices
• Software-defined infrastructure
• Hyperconverged and integrated systems
• Massive scale-out compute applicability
• Selecting the right storage architecture, deployment model and vendor
• Flash, object storage, hyperconverged and software-defined
• Colocation
• Infrastructure as a service

D. Developing Your Strategic Roadmap for Endpoint Computing
End-user computing professionals are facing growing demand for unified contextual experiences across workspaces and new device types. This will require a major rethink of their organization’s role and deliverables. Trends, include mobility, augmented reality, virtual reality and wearables. This track helps endpoint teams adapt their approach to end user computing, refine the roadmap for future investments and align those plans with digital workplace initiatives.

• Desktop as a service
• Windows 10
• Office 365

Customize your agenda

Gartner Events Navigator App
Gartner Events Navigator App helps you organize, view and custom-create an agenda based on:

• Date and time
• Track
• Analyst/speaker profiles
• Session descriptions
• Key initiatives
• Vertical industries

Virtual tracks

Devising and Implementing an Effective Cloud Strategy
• Choosing the most appropriate cloud vendor
• Policies and practices
• Best practices in cloud management

Preparing for Industrial Internet, Edge Computing and the Internet of Things
• Edge computing
• Impact on infrastructure
• Cybersecurity

Best Practices for I&O Cost Optimization
• I&O automation
• Data center outsourcing
GARTNER PREDICTS

Through 2021, 80% of organizations that do not leverage both DevOps and ITIL will fail to meet the needs of the customers

**Analyst interaction**

**Contract Negotiation Clinics***
A combination lecture/Q&A session for contract (re) negotiations with strategic vendors, and cost optimization tips and tactics

**Analyst one-on-one meeting**
A complimentary consultation with a Gartner analyst of your choice

**Ask the analyst roundtables***
In these interactive sessions, you will hear the analyst answer commonly asked questions, learn from questions from your peers, and ask your own question

**Analyst-user roundtable discussion***
Moderated by Gartner analysts for exchanging ideas and best practices with your peers

**Network with peers**

**End-user case studies**
Learn about recent implementations firsthand, with an opportunity for Q&A with the IT and business executives leading the initiative

**Solution Showcase reception**
Connect with peers in similar roles who face similar challenges, at the networking reception on the Solution Showcase designed to build relationships and facilitate the meaningful exchange of ideas and information

*Space is limited and pre-registration is required. Limited to end-user organizations only.

**Meet solution providers**

**Solution Showcase**
Explore cutting-edge IT solutions from top providers

**Solution provider sessions**
Exhibitors share their insights on the latest products and services

GARTNER PREDICTS

By 2020, 100% of the roles in IT will require intermediate level of proficiency in business acumen to effectively execute on the digital business strategy
# Agenda at a glance

**Monday 18 May 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:30 – 18:30</td>
<td>Registration</td>
</tr>
</tbody>
</table>
| 08:30 – 09:15 | Tutorial: Top 10 Trends and How They Will Impact IT Operations  
Michele Caminos                      |
Paul Delory                      |
Alan Waite                      |
| 08:30 – 09:15 | Tutorial: Desktop as a Service — The Journey to the Workspace in the Cloud  
Nathan Hill                      |
| 09:30 – 10:30 | Gartner Opening Keynote: At The Core of Change  
Andy Rowsell-Jones; Kyle Hilgendorf and Katherine Lord |
| 10:30 – 11:00 | Refreshment Break in the Solution Showcase                                                      |
| 11:00 – 11:45 | Seizing the Digital Ecosystem Opportunity: The 2017 I&O Leadership Agenda  
Andy Rowsell-Jones                      |
| 12:00 – 12:45 | Beyond the Data Center: Best Practices for I&O Cost Optimization  
Stewart Buchanan and Michele Caminos                      |
| 12:45 – 14:00 | Lunch in the Solution Showcase                                                                 |
| 14:00 – 14:45 | Supporting a Bimodal and Digital Business Future: The I&O Skills Gap  
Andy Rowsell-Jones and Katherine Lord                      |
| 15:00 – 15:30 | Solution Provider Sessions                                                                       |
| 15:30 – 16:00 | Refreshment Break in the Solution Showcase                                                      |
| 16:00 – 16:45 | End-User Case Study  
Refer to Events Navigator |
Richard de Crespigny                      |
| 17:45 – 19:15 | Networking Reception in the Solution Showcase                                                    |

**Tuesday 16 May 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00 – 17:00</td>
<td>Registration</td>
</tr>
</tbody>
</table>
| 07:30 – 08:15 | Industry Breakfast: Public Sector: Take a Holistic View to Government to Save Costs  
Neville Cannon                      |
| 08:30 – 09:15 | DevOps: Delivering Business Value Through Continuous Product Delivery  
Ian Head                      |
| 08:30 – 09:15 | The IT Service Management Scenario  
Katherine Lord                      |
| 08:30 – 09:15 | TechInsights: Comparing Hybrid Orchestration Architectures for Multicloud Container Workloads  
Alan Waite                      |
| 08:30 – 09:15 | The Past, Present, and Future of Hyperconvergence  
Paul Delory                      |
| 09:30 – 10:00 | Solution Provider Sessions                                                                       |
| 10:00 – 10:30 | Refreshment Break in the Solution Showcase                                                      |
| 10:30 – 11:15 | Dissecting the TCO of Software-Defined and Hyperconverged Systems vs. Traditional Architectures |
| 11:30 – 12:00 | Solution Provider Sessions                                                                       |
| 12:00 – 13:15 | Lunch in the Solution Showcase                                                                 |
| 13:15 – 14:00 | Accelerating the Selection of Providers for Traditional and Digital Services Contracts  
DD Mishra                      |
| 14:15 – 15:00 | Apply Lessons Learned From Hyperscale Data Centers  
Joe Skorupa and Evan Zeng                      |
<p>| 15:00 – 15:30 | Refreshment Break in the Solution Showcase                                                      |
| 15:30 – 16:15 | Guest Keynote                                                                                     |
| 16:15 – 17:00 | Gartner Closing Keynote                                                                           |</p>
<table>
<thead>
<tr>
<th>Gartner Advice and Methodologies</th>
<th>Roundtables and Ask the Analyst Sessions</th>
<th>Ask the Analyst: Banking on Blockchain — Mayhem, Myths and Misplaced Thinking</th>
<th>Moderator: Alistair Newton</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Banking Industry in Transition — Platforms, Fintechs and Robots Signpost the Future</td>
<td>Roundtable: SD-WAN: Smoke and Mirrors or a Better Way to WAN?</td>
<td>Ask the Analyst: Banking on Blockchain — Mayhem, Myths and Misplaced Thinking</td>
<td>Moderator: Alistair Newton</td>
</tr>
<tr>
<td>Alistair Newton</td>
<td>Moderator: Evan Zeng and Joe Skorupa</td>
<td>Moderator: Evan Zeng and Joe Skorupa</td>
<td>Moderator: Evan Zeng and Joe Skorupa</td>
</tr>
<tr>
<td>Kyle Hiligendorf</td>
<td>Roundtable: TechInsights: Adapting IT to Become the Broker of Cloud Services</td>
<td>Moderator: Alan Waite</td>
<td>Moderator: Alan Waite</td>
</tr>
<tr>
<td>DD Mishra and Stewart Buchanan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alistair Newton</td>
<td>Roundtable: Service Desk Trials and Tribulations</td>
<td>Moderator: Katherine Lord</td>
<td>Moderator: Katherine Lord</td>
</tr>
<tr>
<td>Julia Palmer</td>
<td>Moderator: Sanjit Ganguli</td>
<td>Moderator: Sanjit Ganguli</td>
<td>Moderator: Sanjit Ganguli</td>
</tr>
<tr>
<td>Sanjit Ganguli</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:30 – 10:50 Magic Quadrant: Data Center Outsourcing (DCO) and Infrastructure Utility Services (IUS) for Asia/Pacific</td>
<td>Roundtable: Successfully Deploying VDI, Desktop as a Service and Hosted Applications</td>
<td>Moderator: Nathan Hill</td>
<td>Moderator: Nathan Hill</td>
</tr>
<tr>
<td>DD Mishra</td>
<td>Roundtable: Service Desk Trials and Tribulations</td>
<td>Moderator: Katherine Lord</td>
<td>Moderator: Katherine Lord</td>
</tr>
<tr>
<td>Michael Warrillow</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract Negotiation Clinic for Virtualization (Microsoft, VMware and Citrix)</td>
<td>Roundtable: Successfully Deploying VDI, Desktop as a Service and Hosted Applications</td>
<td>Moderator: Nathan Hill</td>
<td>Moderator: Nathan Hill</td>
</tr>
<tr>
<td>Moderator: Alistair Newton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderator: Sanjit Ganguli</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Solution Showcase

Develop a “shortlist” of technology and service providers. Get exclusive access to client case studies, product roadmaps, and demos. Talk to solution experts who can answer your specific questions.

Premier Sponsors

![Lenovo](image1.png) ![redhat](image2.png) ![Veeam](image3.png) ![VERITAS](image4.png)

Platinum Sponsors

![CenturyLink](image5.png) ![Cherwell](image6.png) ![Cisco](image7.png) ![Commvault](image8.png) ![Oracle](image9.png) ![PureStorage](image10.png) ![ServiceNow](image11.png) ![Simplivity](image12.png) ![VMware](image13.png)

Silver Sponsors

![bmc](image14.png) ![Citrix](image15.png) ![ExtraHop](image16.png) ![Juniper Networks](image17.png) ![Metronode Data Centers](image18.png) ![NetApp](image19.png) ![Nutanix](image20.png) ![Puppet](image21.png) ![ScienceLogic](image22.png) ![Silver Peak](image23.png) ![VeloCloud](image24.png) ![Zerto](image25.png)

Sponsorship opportunities

For further information about sponsoring this event:

**Dan Giacco** / Tel: +61 438 874 149
Email: Daniel.giacco@gartner.com

**Maria Kamberidis** / Tel: +61 427 327 222
Email: maria.kamberidis@gartner.com

**Oliver Lee** / Tel: +61 477 717 986
Email: oliver.lee@gartner.com

Exhibitor list as of 13 February 2017 and subject to change
Registration and pricing

Gartner events deliver what you need

In addition to four tracks of the latest Gartner analyst research, keynote speakers and case studies, your Summit registration fee includes complimentary access to these special features:

• Analyst one-on-one meeting
• Ask the Analyst roundtables*
• Analyst-user roundtables*
• Contract Negotiation Clinics*
• Solution Showcase
• Networking lunches and receptions

*Space is limited and pre-registration is required. Limited to end-user organizations only.

Early-bird discount

Early-bird price:
A$2,650 exc. GST

Save A$400 when you register by 17 March and receive a copy of QF32 by Richard de Crespigny

Standard price: A$3,050 exc. GST
Public sector price: A$2,525 exc. GST

3 ways to register

Web: gartner.com/ap/datacenter
Email: apac.registration@gartner.com
Phone: +61 2 8569 7622

Gartner event tickets

We accept one Gartner summit ticket or one Gartner Catalyst ticket for payment. If you are a client with questions about tickets, please contact your sales representative or call +61 2 8569 7622.

Group rate discount

Maximize learning by participating together in relevant sessions or splitting up to cover more ground, sharing your session take-aways later.

Complimentary registrations:

• 1 for every 3 paid registrations
• 2 for every 5 paid registrations
• 3 for every 7 paid registrations

For more information, email apac.registration@gartner.com or contact your Gartner account manager.

Convince your boss

Attending a Gartner event can help spur new ideas, fast track project strategy and advance your professional skills. We’ve developed a set of materials that will aid in gaining approval from your manager. For more details visit gartner.com/ap/datacenter

Summit venue

Hilton Sydney
488 George Street Sydney, NSW 2000, Australia
Phone: +61 2 9266 2000
www.hilton.com/sydney

Gartner hotel room rate:
A$306 incl. GST per night at the Hilton Sydney

For more information, visit gartner.com/ap/datacenter for updates and to register!
Gartner IT Infrastructure, Operations & Data Center Summit 2017
15 – 16 May / Hilton Sydney
gartner.com/ap/datacenter

Register now and save $400 and receive a copy of QF32 by Richard de Crespigny
Early-bird discount expires 17 March

3 ways to register
Web: gartner.com/ap/datacenter
Email: apac.registration@gartner.com
Phone: +61 2 8569 7622

Join the conversation!
Gartner IT Infrastructure, Operations & Data Center Summit is on Twitter.
#GartnerDC

Gartner PREDICTS
By 2019, 30% of organizations will use object storage as a data repository on-premises, bringing cloud architecture to the data center

Gartner IT Infrastructure, Operations & Data Center around the globe

IT Infrastructure, Operations & Data Center Summit
25 – 26 April / São Paulo, Brazil

IT Infrastructure & Data Center Summit
26 – 28 April / Tokyo, Japan

Gartner IT Infrastructure, Operations & Data Center Summit
4 – 5 May / Mumbai, India

IT Operations Strategies & Solutions Summit
8 – 10 May / Orlando, FL

IT Infrastructure & Operations Management Summit
12 – 13 June / Berlin, Germany

Infrastructure & Data Center Summit
27 – 28 June / Mexico City, Mexico

Data Center, Infrastructure & Operations Management Summit
27 – 28 November / London, U.K.

Data Center, Infrastructure & Operations Management Conference
4 – 7 December / Las Vegas, NV

© 2017 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. or its affiliates. For more information, email info@gartner.com or visit gartner.com.