A strong I&O team lies at the center of every successful digital business. At Gartner IT Infrastructure, Operations Management & Data Center Summit 2018, you’ll learn how to optimize technology, culture and leadership to make better decisions, prioritize initiatives and link I&O strategies to the goals of your business. Guided by the latest insight from Gartner and your I&O peers, this year’s event will explore what makes a successful strategy — from cloud and IoT, to AI and machine learning. You’ll discover how to plan for — and capitalize on — emerging technologies such as containers, flash, microservices and serverless computing, and new operational processes such as DevOps.

**Agenda Tracks**

- **Track A:** Leading in the Era of Digital Business
- **Track B:** Optimizing IT Operations for Today and Tomorrow
- **Track C:** Charting a Course for Your Core Infrastructure
- **Track D:** Developing Your Strategic Roadmap for Endpoint Computing

**Who should attend**

- VP/Director of Infrastructure and Operations
- Data Center Manager
- Network Manager
- Desktop/Mobile Manager
- VP/Director of Operations
- Service Desk Manager
- Service Delivery Manager
- VP/Director Infrastructure
- I&O Strategy Manager

**GARTNER PREDICTS**

Through 2020, 99% of artificial intelligence (AI) initiatives in IT service management (ITSM) will fail, due to the lack of an established knowledge management (KM) foundation.
Value in Attending

- **Develop a “cloud-first” organization.** Strike the right balance between value and risk in developing a successful cloud strategy.
- **Simultaneously, apply a bimodal strategy** that delivers both core services and enables agility to navigate changes needed to support new digital workloads.
- **Recalibrate I&O’s role to lead the charge** as an effective leader for the digital age.
- **Develop strong leadership** capabilities that minimize the risk of “shadow IT” and transform I&O roles, skills and culture for the digital business environment.
- **Successfully connect people, business and things using mobile, smart machines, AI, IoT and Cloud.**
- **Rethink technology architecture, processes and people** required for next-generation workloads.
- **Get ahead of the rising role of edge infrastructure initiatives.**
- **Effectively balance short and long term cost optimization** to deliver business outcomes.
- **Secure your organization’s I&O environment** against emerging business disruption and the evolving security threats landscape.
- **Determine what role virtualized and software-defined networks** will play in your enterprise.

By 2021, at least half of small and midsize enterprises will use managed services to secure their infrastructure, up from less than 20% today.

By 2020, 75% of enterprises will experience visible business disruptions due to infrastructure and operations (I&O) skills gaps, which is an increase from less than 20% in 2016.

GARTNER PREDICTS

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