When attending this event, please refer to the Gartner Events mobile app for the most up to date session and location information.

**Agenda at a Glance**

**Monday, 12 June 2017**

08:00 – 20:00: Registration and Information

08:45 – 09:15: Tutorial: How to Select the Right Cloud Management Tool [Ross Weiss](#)

09:30 – 10:45: Summit Welcome and Gartner Opening Keynote: Digital Business Platforms: The I&O Perspective [Milind Govekar](#) and [John Doshi](#)

10:45 – 11:15: Refreshment Break in the Solution Showcase

**TRACKS**

A. Emerging Trends in IT Operations

B. Leadership & Strategy

C. DevOps & Agile in IT Operations

D. Optimizing IT Operations

E. Cloud & Virtualization

**Wednesday, 14 June 2017**

08:15 – 11:15: Leadership & Strategy

08:30 – 09:15: Guest Keynote: Security and risk in Times of a Digital revolution [Danilo Ciscato](#)

09:30 – 10:45: The Cloud Computing Scenario: Cloud — The Last 10 and the Next 10 Years [Mark Coleman](#)

10:45 – 11:15: Refreshment Break in the Solution Showcase


12:15 – 13:15: Lunch in the Solution Showcase

13:15 – 14:00: IT Operations 2020 Scenario [Katherine Lord](#)

14:15 – 14:45: Solution Provider Sessions

14:45 – 15:15: Refreshment Break in the Solution Showcase

15:45 – 16:30: When Will AI Replace Your IT Service Desk? [Gary Spivak](#)

16:45 – 17:15: To the Point: Managing and Monitoring Your Network in a Software-Defined World [Will Cappelli](#) and [Sanil Solanki](#)

17:15: Conference Close

**Agenda as of 13 April 2017 and subject to change**

### Agenda Tracks

**A. Emerging Trends in IT Operations**

With an eye toward critical planning, this track examines emerging trends such as algorithmic IT operations (AIOps), the Internet of Things (IoT) and monitoring digital environments.

**B. Leadership and Strategy**

This track explores an “outside the box” approach to leadership and strategy that allows for better talent management while forging deeper business relationships.

**C. DevOps and Agile in IT Operations**

Learn how to increase agility while exploring the DevOps value proposition and how it can drive fundamental change within your organization.

**D. Optimize IT Operations**

Explore key aspects of managing the infrastructure and operational processes necessary for delivering IT capabilities in today’s rapidly evolving environment.

**E. Cloud and Virtualization**

Address the trends, technologies and best practices associated with enterprises that execute their digital business strategies by leveraging cloud computing.

### Virtual Tracks

**F. Security in IT Operations**

**G. Digital Workplace**

**H. Cost Optimization**

**I. Bimodal**

Check the agenda on the website for further info.

### Agenda Key

Each Gartner session has been identified with icons to help you locate the sessions that give you the most value.

#### MATURITY LEVEL

**Foundational:** Offers the necessary understanding and first steps to those in the early stages of initiatives.

**Advanced:** Uses complex concepts requiring foundational knowledge and prior experience to take initiatives to the next level.

#### FOCUS

**Tactical:** Provides tactical information that can be used straightaway, with a focus on how to do’s and don’ts and best practices.

**Strategic:** Focuses on the strategic insight supporting the development and implementation of an action plan.

### PERSPECTIVE

**Business:** Targets business leaders or IT professionals who need to understand the challenges and opportunities from a business, organizational or cultural perspective.

**Technology:** Aims IT professionals who need to understand the challenges and opportunities from a technology perspective.

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**FOCUS**

- Foundational: Offers the necessary understanding and first steps to those in the early stages of initiatives.
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**PERSPECTIVE**

- Business: Targets business leaders or IT professionals who need to understand the challenges and opportunities from a business, organizational or cultural perspective.
- Technology: Aims IT professionals who need to understand the challenges and opportunities from a technology perspective.