Gartner
IT Infrastructure & Operations Management Summit 2018
5 – 6 June / Frankfurt, Germany
gartner.com/eu/iom

At the Crossroads:
Agility, Innovation, Transformation
Cloud, DevOps, AI and Machine Learning are permeating digital business calling for new approaches, leadership styles and skillsets. Are you ready?

Early-bird discount
Save €325 by 6 April 2018

Look inside for the full agenda helping you move your key initiatives forward
At the Crossroads: Agility, Innovation, Transformation

Digital business fundamentally changes the way enterprises engage with their customers, suppliers, partners and employees.

To survive and thrive in the digital era, I&O leaders must now adopt innovative, agile approaches to optimize operations, automate service management and deliver the agile infrastructure needed to support business demands and objectives.

Successful I&O teams are rapidly implementing automation and orchestration to scale and increase agility. Cloud, DevOps, AI and Machine Learning are permeating digital business calling for new approaches, leadership styles and skillsets.

At Gartner IT Infrastructure & Operations Management Summit, 5 – 6 June, Frankfurt, Germany, we’ll help you navigate the complex challenges associated with developing the right strategies, selecting the right tools and adopting the right processes you need to construct the IT infrastructure and operations environment of the future — an environment based on agility, innovation and transformation.

We’ll help you:

- Understand the top 10 trends impacting I&O in 2018 and beyond
- Achieve scale with DevOps, Cloud, Automation and Artificial Intelligence (AI)
- Journey to the right Cloud mix: Private, public, hybrid and edge
- Transform ITSM initiatives based on customer experience
- Accelerate the adoption of new skills, new roles (‘versatilists’), new ways of working and new agile thinking
- Develop cross-functional I&O teams that deliver improved capabilities with greater efficiency
- Build your MSI-SIAM capabilities to manage multiple service providers
- Focus on the five high-priority changes to tackle the GDPR
- Lead an I&O skills transformation to enable an agile digital business future
- Deliver business value through continuous product and service delivery
- Adopt best practices for designing and implementing infrastructure for AI
- Gain deeper insight on emerging technologies and their impact – AI, Blockchain, IoT
- Adopt scale, agility and accelerate time to value by modernizing IT infrastructure and operations

Gartner Predicts: By 2022, 40% of large enterprises will use artificial intelligence for IT operations (AIOps) to support and partially replace IT operations management (ITOM) activities, which is an increase from 5% today.

#GartnerIO
Dedicated tracks covering Cloud, Automation, Infrastructure, and more

A. Cloud and Automation
Cloud and automation provide unprecedented cost, operational and scaling efficiencies. These two areas are now significant key enablers for I&O and business agility. Discover the trends, technologies, tools and best practices needed to adopt, leverage and scale cloud computing and automation within your organization.

B. Optimize IT Operations
This track examines the day-to-day reality of optimizing and managing infrastructure, operational and IT service management processes necessary for delivering high quality IT capabilities. Learn how to optimize costs, increase efficiency and improve service performance with our focus on: how to engage, deliver, and leverage people, process and technology optimizations that drive business value.

C. DevOps and Agile IT Infrastructure and Operations
Demand from the business to move faster is mandating IT Operations to reduce time to value. Learn more about specific approaches to increasing agility, including the DevOps value proposition. See how IT Operations changes. Learn about DevOps tools and tool chains. We’ll also examine what agility means, how to plan it, start it and scale it.

D. Emerging Trends in IT Operations
To drive change in the organization, IT Operations leaders need to keep a close eye on emerging trends that promise a substantial impact on business competitiveness. Get ready to put need-to-know technologies on your radar and discover strategies to incorporate these potential game changers into your future plans. Up for discussion: Artificial Intelligence (AI), Blockchain, the Internet of Things (IoT), Digital Business Platforms and more.

E. Leadership and Strategies
New and growing business demands are generating a host of people- and technology-focused challenges for IT Operations leaders. This track explores the rapidly evolving nature of talent and diversity within today’s digital ecosystem and discusses implications for the organization moving forward. Also examined is the impact bimodal IT and open source has on operational strategy and how that impact affects IT operations’ relationship with the business.

Senior Leadership Circle
Join an exclusive group of our most Senior I&O Leaders across multiple industries to explore new strategies, embrace complexity and shape the future of digital business. This forum is exclusively available to the most senior I&O professionals attending the Gartner IT Infrastructure & Operations Management Summit. Make sure you don’t miss out on one of the limited places available, secure your Summit registration and apply now to join the Senior Leadership Circle.

Visit gartner.com/eu/iom for updates and to register!
**Agenda at a Glance**

**Tuesday 5 June 2018**

07:30 – 19:30 Registration, Information and Refreshments

08:30 – 09:15 Strategic Changes in Infrastructure Services, and How to Source Effectively for Them  
**David Groombridge**


10:30 – 11:00 Refreshment Break in the Exhibit Showcase

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| 11:00 – 11:45 | Gartner Essentials: I&O Automation Five-Year Scenario Presentation  
**Robert Nagle** | Gartner Essentials: An Infrastructure and Operations Vision for 2020 and Beyond  
**Nathan Hill** | Gartner Essentials: The DevOps Scenario: Delivering Business Value Through Continuous Product Delivery  
**Ian Head** | Gartner Essentials: I&O Organizational Excellence in the Digital Age  
**Milind Govkar** |
| 12:00 – 12:30 | Solution Provider Sessions |
| 12:30 – 14:00 | Lunch Break in the Exhibit Showcase |
| 14:00 – 14:45 | End-User Case Study  
Gartner Essentials: IT Service Management in 2018 and Beyond  
**Chris Matchett** |

15:00 – 15:30 Solution Provider Sessions

15:30 – 16:00 Refreshment Break in the Exhibit Showcase

16:00 – 16:45 Gartner Essentials: The Journey to the Mix: Private Cloud, Public Cloud and Edge  
**Philip Dawson** |

17:00 – 17:45 Gartner Keynote: Worst Practices Every IT Operations Team Should Avoid (And What to do Instead)

17:45 – 19:30 Networking Reception in the Exhibit Showcase

**Wednesday 6 June 2018**

07:45 – 17:00 Registration, Information and Refreshments

08:30 – 09:15 Is Cloud Computing Building or Destroying Your Infrastructure and Operations?  
**Milind Govkar**

09:30 – 10:00 Solution Provider Sessions

10:00 – 10:30 Refreshment Break in the Exhibit Showcase

10:30 – 11:15 Developing Security Strategies for the Public Cloud  
**Tiny Haynes**

11:30 – 12:00 How to Navigate Public Cloud Container Services  
**Sid Nag**

12:15 – 12:45 How to Select the Right Cloud Management Tools  
**Milind Govkar**

12:45 – 14:00 Lunch Break in the Exhibit Showcase

14:00 – 14:45 The Why, What and How of Selecting a Cloud Broker  
**Sid Nag**

15:00 – 15:45 DevOps, Cloud and Container Success Depend on Effective Configuration Management  
**Roger Williams**

15:45 – 16:15 Refreshment Break in the Exhibit Showcase

16:15 – 17:15 Guest Keynote and Chair Closing Remarks
Using Customer Experience to Transform Your ITSM Initiative

Kenneth Gonzalez

Magic Quadrant: Software Asset Management Tools

Roger Williams

E. Emerging Trends in IT Operations

Workshops

Ask the Analyst

Analyst-User Roundtables

Gartner Essentials: Artificial Intelligence: What Should I&O Leaders Expect and Do to Succeed

Chirag Dekate

Gartner Essentials: Top Ten Trends Impacting Infrastructure and Operations

Philip Dawson

14:00 – 15:30 Workshop: Containers Plan for CMDB Success by Aligning With Service Asset and Configuration Capabilities

Facilitator: Roger Williams

14:00 – 15:00 Roundtable: What Is Stopping You From Better IT Financial Management Discipline?

Moderator: Robert Naegle

The IoT Technologies That Will Disrupt Infrastructure and Operations

Emil Berthelsen

16:00 – 16:45 Ask the Analyst:

Robotic, Intelligent, Smart Automation – What Does It Take and Are You Ready for the Next Level of I&O Automation?

Moderator: Robert Naegle

15:15 – 16:15 Roundtable: Data Center Modernization (and Looking More Like Facebook Every Day)

Moderator: Scot MacLellan

Handling the Challenges of Blockchain

David Groombridge

08:30 – 09:15 Ask the Analyst:

Change the Story and the Metrics to Communicate IT Value to Business Leadership

Moderator: Robert Naegle

08:15 – 09:15 Roundtable: AIOps in the Real World

Moderators: Chirag Dekate and Vivek Bhalla

NetOps 2.0 — Transform With Automation and Analytics or Become Irrelevant

Vivek Bhalla

16:30 – 12:00 Workshop:

Diversity and Inclusion

Facilitator: Betina Tratz-Ryan

11:15 – 12:15 Roundtable: The Challenges of IoT Vision and Implementation

Moderator: Emil Berthelsen

Best Practices for Designing and Implementing Infrastructure for Artificial Intelligence

Chirag Dekate

The Reality of Enterprise Service Management Tools

Kenneth Gonzalez

14:00 – 15:30 Contract Negotiation Clinic:

Infrastructure Outsourcing and Cloud IaaS

Facilitator: David Groombridge

14:00 – 14:45 Ask the Analyst:

When do You Need an ITFM Tool? What Does it Take to Understand Your True Cost of IT Services?

Moderator: Robert Naegle

14:00 – 15:00 Roundtable: Developing a DevOps Culture in I&O — Overcoming the Hurdles

Moderator: Milind Govekar

Digesting the Data Tsunami: How AI and Edge Computing Will Enhance IoT Analytics

Emil Berthelsen

End-User Case Study

Vivek Bhalla
Exhibit Showcase

Develop a shortlist of technology providers who can meet your particular needs. We offer exclusive access to some of the world’s leading technology and service solution providers in a variety of settings.

Premier

ServiceNow makes work better across the enterprise. Getting simple stuff done at work can be easy, and getting complex multi step tasks completed can be painless. Our applications automate, predict, digitize and optimize business processes and tasks, across IT, customer service, security operations and human resources, creating a better experience for your employees and customers while transforming your enterprise. ServiceNow (#NYSE:NOW) is how work gets done.

www.service-now.com

VMware, a global leader in cloud infrastructure and business mobility, accelerates our customers’ digital transformation journey. VMware enables enterprises to master a software-defined approach to business and IT with its Cross-Cloud Architecture™ and digital workspace solutions. Based in Palo Alto, CA, VMware, a member of the Dell Technologies family of businesses, has over 500,000 customers and 75,000 partners worldwide.

www.vmware.com

Platinum

Chef

Chef is the leader in Continuous Automation software, and one of the founders of the DevOps movement. Chef works with more than a thousand of the most innovative companies around the world to deliver their vision of digital transformation, providing the practices and platform to deliver software at speed. Chef Automate is Chef’s Continuous Automation Platform which is powered by an awesome community and open source software engines: Chef for infrastructure, Habitat for applications, and InSpec for compliance.

www.chef.io

Curvature

Curvature transforms how companies manage, maintain and upgrade equipment and support for multi-vendor, multinational networks and data centers. A strategic partner for more than 15,000 organizations globally, Curvature delivers 24x7 global technical support, advanced hardware replacement, and complete lifecycle management of networking and data center equipment under one global contract.

www.curvature.com

Infinidat

Companies who acquire, store and analyze the most data achieve the greatest competitive advantage. INFINIDAT helps clients achieve competitive business advantage at a disruptive price point by delivering 1M IOPS of performance, 99.99999% reliability and from 115 terabytes to multiple petabytes of effective capacity in a single 42U rack. INFINIDAT: Storing the Future.

www.infinidat.com

Rubrik

Rubrik delivers instant application availability to hybrid cloud enterprises for recovery, search, cloud, and development. By using the market-leading Cloud Data Management platform, customers mobilize applications, automate protection policies, recover from Ransomware, search and analyze application data at scale on one platform. From days to seconds.

www.rubrik.com

Splunk Inc. (NASDAQ: SPLK) turns machine data into answers. Organizations use market-leading Splunk solutions with machine learning to solve their toughest IT, Internet of Things and security challenges. Join millions of passionate users and discover your “aha” moment with Splunk today.

www.splunk.com

Silver

Big Switch Networks designs intelligent, automated, flexible networks by leveraging the principles of SDN, coupled with a choice of industry-standard hardware. Big Switch has two solutions: Big Monitoring Fabric, a Next-Gen network packet broker and Big Cloud Fabric, the first Next-Gen switching fabric that allows for choice of switching hardware for OpenStack, VMware, Container, and Big Data use cases.

www.bigswitch.com

Centreon is the European leader for commercial open-source IT Infrastructure Monitoring solutions, providing real-time dashboards, analytics and insightful alerts to prevent business-impacting downtimes.

www.centreon.com/en

Docker's enterprise container platform enables organizations to build, ship, and run existing and new applications, whether on laptops, datacenter VMs, or multiple clouds more effectively.

www.docker.com

ExtraHop makes data-driven IT a reality with real-time analytics and machine learning. We analyze every single digital transaction occurring in the IT environment and turn that data into the most accurate and timely source of operational and security intelligence for everyone from the network engineer to the CIO.

www.extrahop.com

Freshworks Inc. is the parent company behind a suite of cloud-based business productivity products including Freshservice, the company’s flagship product for ITSM.

www.freshservice.com

Intention is a leading provider of carrier and cloud-neutral colocation data centre services in Europe, serving customers through 48 data centres in 11 European countries.

www.intention.com

StackState delivers an Artificial Intelligence for IT Operations platform that enables you to create a real-time visualization of the enterprise’s IT landscape.

www.stackstate.com

Virtual Instruments is the leader in application-centric infrastructure performance management, providing comprehensive instrumentation and algorithmically precise performance analytics for enterprise IT infrastructures.

www.virtualinstruments.com

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