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Gartner IT Infrastructure & Operations Management Summit 2018

5 – 6 June / Frankfurt, Germany
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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?**



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.





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!

Registration & pricing

3 ways to register

Web: gartner.com/eu/iom

Email: emea.registration@gartner.com

Phone: +44 20 3868 5238

SAVE €325 when registering before 6 April 2018

Early-bird: €2,375 + U.K. VAT

Standard price: €2,700 + U.K. VAT

Public-sector price: €2,125 + U.K. VAT

Gartner clients

A Gartner ticket covers both days of the Summit. Contact your Account Manager or email emea.events@gartner.com to register using a ticket.

Bring your team!

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

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- 4 for the price of 3
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Summit venue



Kap Europa

Messe Frankfurt Venue GmbH
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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			
09:30 – 10:30	Opening Keynote: IT Operations 2018: Building an I&O Platform for Agility, Innovation, Scale and Transformation			
10:30 – 11:00	Refreshment Break in the Exhibit Showcase			
TRACKS	A. Cloud and Automation	B. Optimize IT Operations	C. DevOps and Agile IT Infrastructure and Operations	D. Leadership and Strategies
11:00 – 11:45	Gartner Essentials: I&O Automation Five-Year Scenario Presentation Robert Naegle	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 Govekar
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	IT Monitoring Insight to Support Your Business High Velocity Future — What Comes Next? Vivek Bhalla	The Age of Hybrid IT — The Integral Role of the Integrator Sid Nag
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	End-User Case Study	When Will AI Replace Your IT Service Desk? Chris Matchett	Fixing IT's Diversity Problem Requires a Focus on Inclusion Bettina Tratz-Ryan
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 Govekar	Gartner Essentials: Bimodal Infrastructure Scenario Philip Dawson	End-User Case Study	Gartner Essentials: Leading an I&O Skills Transformation to Enable an Agile Digital Business Future Chris Matchett
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	Building Your MSI-SIAM Capabilities to Optimally Manage Multiple Infrastructure Service Providers Gilbert van der Heiden	Best Practices for Change Management to Support DevOps Ian Head	End-User Case Study
11:30 – 12:00	How to Navigate Public Cloud Container Services Sid Nag	The Infrastructure Strategies Hype Cycle Philip Dawson	How Should DevOps Product Teams Integrate Into Your I&O Organization — and Improve It! Ian Head	Deglobalization — Buying IT Services in a World of H-1B Visa Reform and Brexit David Groombridge
12:15 – 12:45	How to Select the Right Cloud Management Tools Milind Govekar	Map Your IT Automation Needs Before You Invest in More Tools Robert Naegle	Squeezing Out Problems in DevOps Toolchains Roger Williams	Endpoint TCO 2018 — Addressing Spending in a Consumerized, Cloud and Bimodal World Nathan Hill
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	How to Rewire Your Approach To Knowledge Management Kenneth Gonzalez	DevOps Requires Faster Organizational Learning Ian Head	Focus on Five High-Priority Changes to Tackle the EU GDPR Tiny Haynes
15:00 – 15:45	DevOps, Cloud and Container Success Depend on Effective Configuration Management Roger Williams	The Service Management Office of the Future Kenneth Gonzalez	Open Source in the Data Center Scot MacLellan	The Impact of Data Residency on Your I&O Strategy Tiny Haynes
15:45 – 16:15	Refreshment Break in the Exhibit Showcase			
16:15 – 17:15	Guest Keynote and Chair Closing Remarks			



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



Agenda as of **8 February 2018**
and subject to change.

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
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Magic Quadrant: IT Service Management Tools **Chris Matchett**

NetOps 2.0 — Transform With Automation and Analytics or Become Irrelevant Vivek Bhalla	10:30 – 12:00 Workshop: Diversity and Inclusion Facilitator: Bettina Tratz-Ryan		
Best Practices for Designing and Implementing Infrastructure for Artificial Intelligence Chirag Dekate			11:15 – 12:15 Roundtable: The Challenges of IoT Vision and Implementation Moderator: Emil Berthelsen
The Reality of Enterprise Service Management Tools Kenneth Gonzalez			
End-User Case Study	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: Miiind Govekar
Digesting the Data Tsunami: How AI and Edge Computing Will Enhance IoT Analytics Emil Berthelsen			
	Magic Quadrant: Network Performance Monitoring and Diagnostics 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.

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