

<b>TRACK A</b> Cloud and Automation	<b>TRACK B</b> Optimize IT Operations	<b>TRACK C</b> DevOps and Agile IT Infrastructure and Operations	<b>TRACK D</b> Leadership and Strategies	<b>TRACK E</b> Emerging Trends in IT Operations
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Agenda current as of 24 May, 2018 and subject to change. Please see Events Navigator for full session and speaker details.

Tuesday, 5 June

Sessions for Senior Leadership Circle only Sessions limited to end-users only\* Registration required\*\*

07:45 – 19:30	Registration			Level 0
08:30 – 09:15	<b>A1. Strategic Changes in Infrastructure Services and How to Source Effectively for Them</b> David Groombridge, Gartner <b>Meridian 2, Level 2</b>	<b>B1. NetOps 2.0 — Transform With Automation and Analytics or Become Irrelevant</b> Vivek Bhalla, Gartner <b>Meridian 1, Level 2</b>		
09:30 – 10:30	<b>K1. Gartner Opening Keynote: IT Operations &amp; Infrastructure 2018 — Building an I&amp;O Platform for Agility, Innovation, Scale and Transformation</b> Jeffrey M. Brooks, Chirag Dekate, Kenneth Gonzalez, Milind Govekar, Tiny Haynes and Ian Head, Gartner			Horizon, Level 4
10:30 – 11:00	Refreshment Break			Exhibit Showcase, Level 2
10:35 – 10:55	<b>MQ1. Magic Quadrant: Application Release Automation</b> Vivek Bhalla, Gartner			Exhibit Showcase Theater, Level 2
11:00 – 11:45	<b>A2. Gartner Essentials: I&amp;O Automation Five-Year Scenario</b> Robert Naegle, Gartner <b>Plateau, Level 1</b>	<b>B2. Gartner Essentials: An Infrastructure and Operations Vision for 2020 and Beyond</b> Nathan Hill, Gartner <b>Horizon, Level 4</b>	<b>C2. Gartner Essentials: The DevOps Scenario — Delivering Business Value Through Continuous Product Delivery</b> Ian Head, Gartner <b>Meridian 1, Level 2</b>	
	<b>D2. Gartner Essentials: I&amp;O Organizational Excellence in the Digital Age</b> Milind Govekar, Gartner <b>Meridian 2, Level 2</b>	<b>E2. Gartner Essentials: Artificial Intelligence: What Should I&amp;O Leaders Expect and do to Succeed</b> Chirag Dekate, Gartner <b>Passat, Level 1</b>		
12:00 – 12:30	<b>SPS1. VMware: Delivering Applications to Where They're Needed — Innovation Without Compromise</b> Rory Choudhuri, VMware <b>Meridian 2, Level 2</b>	<b>SPS2. ServiceNow: Please Refer to Events Navigator for Full Session and Speaker Details</b> <b>Plateau, Level 1</b>	<b>SPS3. Splunk: Gaining a Data-Driven Understanding of Customer Experience at Betsson</b> Victor Rosberg, Betsson Group <b>Meridian 1, Level 2</b>	
12:00 – 12:45	<b>VUR1. Vendor User Roundtable: MapR Technologies — How to Build a Data Fabric (and Feel Good About It)</b> Fabian Wilckens, MapR Technologies			<b>Stratus 1, Level 1</b>
12:30 – 14:00	Networking Lunch			Exhibit Showcase, Level 2
12:30 – 13:30	<b>SLC1. Senior Leadership Circle Networking Lunch: Top Trends Impacting Infrastructure and Operations</b>			<b>Okzident, Level 2</b>
12:30 – 13:00	<b>PE1. Peer Exchange: What are you Doing With/About the Cloud?</b>			<b>Level 1</b>
12:30 – 12:50	<b>MQ2. Magic Quadrant: Software Asset Management Tools</b> Roger Williams, Gartner			Exhibit Showcase Theater, Level 2
12:55 – 13:15	<b>TH1. Rubrik: A Modern Approach to Backup, Recovery and Cloud Migration</b> Jerry Rijnbeek, Rubrik			Exhibit Showcase Theater, Level 2
13:15 – 13:35	<b>TH2. ExtraHop: To Secure the Cloud, Start with People and Processes</b> Juergen Morgenstern, ExtraHop			Exhibit Showcase Theater, Level 2
13:15 – 13:45	<b>PE2. Peer Exchange: How Have you Handled the Monitoring of Increasingly Dynamic Environments?</b>			<b>Level 1</b>
13:35 – 13:55	<b>MQ3. Magic Quadrant: Managed Workplace Services: Toward Digital Productivity</b> David Groombridge, Gartner			Exhibit Showcase Theater, Level 2
14:00 – 14:45	<b>A3. Case Study: How The Scottish Government Scales and Protects Mission-Critical Data</b> Neill Smith, Scottish Government (Federal Government) <b>Passat, Level 1</b>	<b>B3. Gartner Essentials: IT Service Management in 2022</b> Chris Matchett, Gartner <b>Plateau, Level 1</b>	<b>C3. Gartner Essentials: IT Monitoring Insight to Support Your Businesses' High-Velocity Future — What Comes Next?</b> Vivek Bhalla, Gartner <b>Meridian 1, Level 2</b>	
	<b>D3. The Age of Hybrid IT: The Integral Role of the Integrator</b> Sid Nag, Gartner <b>Meridian 2, Level 2</b>	<b>E3. Gartner Essentials: Top 10 Trends Impacting Infrastructure and Operations</b> Philip Dawson, Gartner <b>Horizon, Level 4</b>		
14:00 – 15:00	<b>R1. Roundtable: Achieving a Continuous Adaptive Risk and Trust Security Model in a Digital Workplace</b> Moderated by Tiny Haynes, Gartner			<b>Stratus 1, Level 1</b>
	<b>R2. Roundtable: What is Stopping You From Better IT Financial Management Discipline?</b> Moderated by Robert Naegle, Gartner			<b>Stratus 2, Level 1</b>
14:00 – 15:30	<b>W1. Workshop: Plan for CMDB Success by Aligning With Service Asset and Configuration Capabilities</b> Facilitated by Roger Williams, Gartner			<b>Sirius, Level 1</b>
	<b>SLC2. Senior Leadership Circle Workshop: IT Professional Development for the Digital Age</b> Facilitated by Ian Marriott, Gartner			<b>Okzident, Level 2</b>
15:00 – 15:30	<b>SPS4. CHEF: Beyond Digital Transformation</b> Corey Scobie, CHEF <b>Meridian 2, Level 2</b>	<b>SPS5. INFINDAT: Security Requirements and Infrastructure Cost — Impending Collision</b> Eran Brown, INFINDAT <b>Plateau, Level 1</b>	<b>SPS6. Curvature: Customer Case Study — Enabling Digital Transformation for a Large Multinational on a Limited Budget</b> Glenn Fassett, Curvature and David Kelly, Schneider Electric <b>Meridian 1, Level 2</b>	
15:30 – 16:00	Refreshment Break			Exhibit Showcase, Level 2
15:35 – 15:55	<b>TH3. Big Switch Networks: Leverage Next-Gen Networking to Unlock the Power of HCI</b> Fred Tavas, Big Switch Networks			Exhibit Showcase Theater, Level 2
15:50 – 16:10	<b>PE3. Peer Exchange: What Have You Done to Attract, Develop and Retain IT Personnel?</b>			<b>Level 1</b>
16:00 – 16:45	<b>A4. Gartner Essentials: The Journey to the Mix — Private Cloud, Public Cloud, and Edge</b> Philip Dawson, Gartner <b>Horizon, Level 4</b>	<b>B4. Case Study: Building an AIOPS Platform</b> Diederik Althof, KPN Service & Delivery <b>Plateau, Level 1</b>	<b>C4. When Will AI Replace Your IT Service Desk?</b> Chris Matchett, Gartner <b>Meridian 1, Level 2</b>	
	<b>D4. Fixing IT's Diversity Problem Requires a Focus on Inclusion</b> Bettina Tratz-Ryan, Gartner <b>Passat, Level 1</b>	<b>E4. Living on the Edge: How IoT and Immersive Technologies Will Change Computing</b> Emil Berthelsen, Gartner <b>Meridian 2, Level 2</b>	<b>ASK1. Ask the Analyst: Robotic, Intelligent, Smart Automation — What Does It Take and Are You Ready for the Next Level of I&amp;O Automation?</b> Facilitated by Robert Naegle, Gartner <b>Stratus 1, Level 1</b>	
16:00 – 17:00	<b>SLC3. Senior Leadership Circle Roundtable: As the I&amp;T Operating Model Evolves for Digital Business, I&amp;O Must Reconfigure Itself Accordingly</b> Moderated by Ralph Bosmeier and Michael Hjortshoj, Gartner			<b>Okzident, Level 2</b>
	<b>R3. Roundtable: Data Center Modernization (and Looking More Like Facebook Everyday)</b> Moderated by Scot MacLellan, Gartner			<b>Stratus 2, Level 1</b>
17:00 – 17:45	<b>K2. Keynote: Worst Practices Every IT Operations Team Should Avoid (And What to do Instead)</b> Roger Williams, Gartner			Horizon, Level 4
17:45 – 19:30	Networking Reception			Exhibit Showcase, Level 2

Wednesday, 6 June

08:00 – 17:15	Registration			Level 0
08:15 – 09:15	<b>R4. Roundtable: AIOPS in the Real World</b> Moderated by Chirag Dekate and Vivek Bhalla, Gartner			<b>Stratus 2, Level 1</b>
08:30 – 09:15	<b>A5. Is Cloud Computing Building or Destroying Your Infrastructure and Operations?</b> Milind Govekar, Gartner <b>Meridian 2, Level 2</b>	<b>B5. Gartner Essentials: Bimodal Compute Scenario: Perfect Storm, Shifting Market, Technology &amp; Delivery Models</b> Philip Dawson, Gartner <b>Plateau, Level 1</b>	<b>C5. Stand up and be a Leader — How to Increase Your Personal Credibility and Authority</b> Diane Wilkinson, The Wow Factor <b>Meridian 1, Level 2</b>	
	<b>D5. Gartner Essentials: Leading an I&amp;O Skills Transformation to Enable an Agile Digital Business Future</b> Chris Matchett, Gartner <b>Horizon, Level 4</b>	<b>E5. Handling the Challenges of Blockchain</b> Gilbert van der Heiden, Gartner <b>Passat, Level 1</b>	<b>ASK2. Ask the Analyst: How to Tell the IT Value Story and the Build Metrics to Communicate to Business Leadership</b> Facilitated by Robert Naegle, Gartner <b>Stratus 1, Level 1</b>	
09:30 – 10:00	<b>SPS7. Rubrik: Managing and Protecting Data in Cloud-based Infrastructures</b> Jerry Rijnbeek, Rubrik <b>Meridian 1, Level 2</b>	<b>SPS8. Nutanix: Journey to the Enterprise Cloud</b> Winfried Machotta, Nutanix <b>Meridian 2, Level 2</b>		
10:00 – 10:30	Refreshment Break			Exhibit Showcase, Level 2
10:05 – 10:25	<b>MQ4. Magic Quadrant: Critical Capabilities for Hyperconverged Infrastructure</b> Philip Dawson, Gartner			Exhibit Showcase Theater, Level 2
10:30 – 11:15	<b>A6. Developing Security Strategies for the Public Cloud</b> Tiny Haynes, Gartner <b>Meridian 1, Level 2</b>	<b>B6. Building Your MSI-SIAM Capabilities to Optimally Manage Multiple Infrastructure Service Providers</b> Gilbert van der Heiden, Gartner <b>Passat, Level 1</b>	<b>C6. Best Practices for Change Management to Support DevOps</b> Ian Head, Gartner <b>Horizon, Level 4</b>	
10:30 – 12:00	<b>D6. Case Study: What Skills do You Have and What do you Need?</b> Matthew Burrows, SFA <b>Meridian 2, Level 2</b>	<b>E6. Using Customer Experience to Transform Your ITSM Initiative</b> Kenneth Gonzalez, Gartner <b>Plateau, Level 1</b>		
	<b>W2. Workshop: Diversity and Inclusion in IT: Tactics to Improve Gender Balance (CEB, now Gartner)</b> Facilitated by Bettina Tratz-Ryan, Gartner			<b>Sirius, Level 1</b>
11:15 – 12:15	<b>R5. Roundtable: The Challenges of IoT Vision and Implementation</b> Moderated by Emil Berthelsen, Gartner			<b>Stratus 1, Level 1</b>
11:30 – 12:00	<b>A7. How to Navigate Public Cloud Container Services</b> Sid Nag, Gartner <b>Passat, Level 1</b>	<b>B7. The Infrastructure Strategies Hype Cycle</b> Philip Dawson, Gartner <b>Horizon, Level 4</b>	<b>C7. How Should DevOps Product Teams Integrate Into Your I&amp;O Organization — And Improve It!</b> Ian Head, Gartner <b>Meridian 1, Level 2</b>	
	<b>D7. Squeezing Out Problems in DevOps Toolchains</b> Nathan Hill, Gartner <b>Meridian 2, Level 2</b>	<b>E7. Best Practices for Designing and Implementing Infrastructure for Artificial Intelligence (AI)</b> Chirag Dekate, Gartner <b>Plateau, Level 1</b>		
12:15 – 12:45	<b>A8. How to Select the Right Cloud Management Tools</b> Milind Govekar, Gartner <b>Plateau, Level 1</b>	<b>B8. Map Your IT Automation Needs Before You Invest in More Tools</b> Robert Naegle, Gartner <b>Horizon, Level 4</b>	<b>C8. Deglobalization — Buying IT Services in a World of H-1B Visa Reform and Brexit</b> David Groombridge, Gartner <b>Passat, Level 1</b>	
	<b>D8. Endpoint TCO 2018: Addressing Spending in a Consumerized, Cloud and Bimodal World</b> Nathan Hill, Gartner <b>Meridian 2, Level 2</b>	<b>E8. The Reality of Enterprise Service Management Tools</b> Kenneth Gonzalez, Gartner <b>Meridian 1, Level 2</b>		
12:45 – 14:00	Networking Lunch			Exhibit Showcase, Level 2
12:45 – 13:45	<b>SLC4. Senior Leadership Circle Networking Lunch: Event Key Learnings and Next Steps</b>			<b>Okzident, Level 2</b>
12:50 – 13:10	<b>MQ5. Magic Quadrant: IT Service Management Tools</b> Chris Matchett, Gartner			Exhibit Showcase Theater, Level 2
13:15 – 13:35	<b>TH4. Corvil: Extracting Business Insights From Your Surging IT Data River</b> James Wylie, Corvil			Exhibit Showcase Theater, Level 2
13:15 – 13:45	<b>PE5. Peer Exchange: What Have you Done to Evolve DevOps in Your Organization?</b>			<b>Level 1</b>
13:40 – 14:00	<b>MQ6. Magic Quadrant: Data Center Outsourcing and Hybrid Infrastructure Management Services</b> Gilbert van der Heiden, Gartner			Exhibit Showcase Theater, Level 2
13:45 – 14:45	<b>CNC1. Contract Negotiation Clinic: Infrastructure Outsourcing and Cloud IaaS</b> Facilitated by David Groombridge, Gartner			<b>Sirius, Level 1</b>
14:00 – 14:45	<b>A9. Why Do You Need a Cloud Broker And How to Select One</b> Sid Nag, Gartner <b>Passat, Level 1</b>	<b>B9. How to Rewire Your Approach to Knowledge Management</b> Kenneth Gonzalez, Gartner <b>Plateau, Level 1</b>	<b>C9. DevOps Requires Faster Organizational Learning</b> Ian Head, Gartner <b>Horizon, Level 4</b>	
	<b>D9. Focus on Five High-Priority Changes to Tackle the EU GDPR</b> Tiny Haynes, Gartner <b>Meridian 2, Level 2</b>	<b>E9. Case Study: The London Metal Exchange — Driving Change in the Last Open-Cry Trading Floor in Europe</b> Lee McDonald, London Metal Exchange <b>Meridian 1, Level 2</b>	<b>ASK3. Ask the Analyst: When Do You Need an ITFM Tool? What Does it Take to Understand Your True Cost of IT Services?</b> Facilitated by Robert Naegle, Gartner <b>Stratus 1, Level 1</b>	
14:00 – 15:00	<b>R6. Roundtable: How to Develop a DevOps Culture in I&amp;O?</b> Moderated by Jeffrey M. Brooks and Milind Govekar, Gartner			<b>Stratus 2, Level 1</b>
14:00 – 15:30	<b>SLC5. Senior Leadership Circle Workshop — Influencing Your Stakeholders</b> Facilitated by Diane Wilkinson, The Wow Factor			<b>Okzident, Level 2</b>
15:00 – 15:45	<b>A10. DevOps, Cloud and Container Success Depend on Effective Configuration Management</b> Roger Williams, Gartner <b>Horizon, Level 4</b>	<b>B10. The Service Management Office of the Future</b> Kenneth Gonzalez, Gartner <b>Plateau, Level 1</b>	<b>C10. Open Source in the Data Center</b> Scot MacLellan, Gartner <b>Meridian 1, Level 2</b>	
	<b>D10. The Impact of Data Residency on your I&amp;O Strategy</b> Tiny Haynes, Gartner <b>Meridian 2, Level 2</b>	<b>E10. Managing the Data Tsunami: How AI and Edge Computing Will Enhance IoT Analytics</b> Emil Berthelsen, Gartner <b>Passat, Level 1</b>		
15:45 – 16:15	Refreshment Break			Exhibit Showcase, Level 2
15:50 – 16:10	<b>MQ7. Magic Quadrant: Network Performance Monitoring and Diagnostics</b> Vivek Bhalla, Gartner			Exhibit Showcase Theater, Level 2
16:15 – 17:15	<b>K3. Closing Guest Keynote: Leveraging Diversity for Innovation</b> Fons Trompenaars, THT Consulting			Horizon, Level 4

Agenda current as of 24 May, 2018 and subject to change. Please see Events Navigator for full session and speaker details.

\* An end-user is defined as an employee in charge of evaluating, purchasing, or managing certain IT resources, products, and services for their organization's internal usage.

\*\* **REG** - If you have not registered for one of these sessions but would still like to attend, please arrive at the session room 15 minutes before the start in order to register yourself on the waitlist. Attendees that are pre-registered MUST arrive before the start of the session to avoid losing their place.