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
  Presenter: David Greenbridge
  Using Customer Experience to Transform Your ITSM Initiative
  Moderator: Kenneth Gonzalez
  Moderator: Robert Naegle
10:30 – 11:00 Refreshment Break in the Exhibit Showcase

TRACKS
A. Cloud and Automation
B. Optimizer IT Operations
C. DevOps and Agile IT Infrastructure and Operations
D. Leadership and Strategies
E. Emerging Trends in IT Operations

11:00 – 11:45 Gartner Essentials: I&O Automation Five-Year Scenario Presentation
  Presenter: Sid Nag
  Robert Naegle: The I&O Organization: How to Manage Complexity and Achieve Agility
  Presenter: Robert Naegle

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
  Presenter: Milind Govekar
  Optimally Manage Multiple Infrastructure Service Providers
  Presenter: Milind Govekar

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

16:00 – 16:45 Gartner Essentials: IT Service Management in 2018 and Beyond
  Presenter: Chris Matchett
  Value Creation: The Four Key Areas You Must Master
  Presenter: Robert Naegle

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?
  Presenter: Mridul Govekar
  Building Your MS-SIAM Capabilities to Optimize Multi-Cloud Infrastructure Service Providers
  Presenter: Gilbert van der Heiden

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
  Presenter: Troy Haynes
  Best Practices for Change Management
  Presenter: Chris Matchett

11:30 – 12:00 How to Navigate Public Cloud Container Services
  Presenter: Sid Nag
  The Infrastructure Strategies Hype Cycle
  Presenter: Philip Dawson

12:15 – 12:45 How to Select the Right Cloud Management Tools
  Presenter: Mridul Govekar
  Squeezing Out Problems in DevOps Tools
  Presenter: Robert Naegle

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

14:00 – 14:45 The Why, Why and How of Selecting a Cloud Broker
  Presenter: Sid Nag
  DevOps Requires Faster Organizational Learning
  Presenter: Ian Head

15:00 – 15:45 DevOps, Cloud and Container Success Depends on Effective Configuration Management
  Presenter: Roger Williams
  Comparison of Container Performance
  Presenter: Ian Head

15:45 – 16:15 Refreshment Break in the Exhibit Showcase
16:15 – 17:15 Guest Keynote and Chair Closing Remarks

Magic Quadrant: Software Asset Management Tools
  Moderator: Robert Naegle

Magic Quadrant: IT Service Management Tools
  Moderator: Chris Matchett

Magic Quadrant: Network Performance Monitoring and Diagnostics
  Moderator: Vivek Bhalla

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

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