

Gartner IT Operations Strategies & Solutions Summit 2017

May 8 – 10 / Orlando, FL
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Spotlight tracks key

S Security in IT Operations DW Digital Workplace B Bimodal IT CO Cost Optimization

Agenda at a Glance

Day	Time	Event	Speakers	Track	Tags	
Sunday May 7	2:30 p.m.	Registration				
	3:15 p.m.	W1. Workshop: Getting Started With DevOps	Katherine Lord			
	5:00 p.m.	W3. Workshop: Leveraging Gartner's I&O Maturity Model to Drive Improvements	Ian Head, Hank Marquis			
Monday May 8	7:00 a.m.	Registration and Breakfast				
	8:00 a.m.	K1. Guest Keynote IT Operations 2020: Breaking All the Rules – How Should You React?	Theresa Payton, Author, Cybersecurity Expert and Former White House CIO			
	9:15 a.m.	K2a. Gartner Keynote Digital Business Platforms: The I&O Perspective	Milind Govekar, Vice President, Gartner Research; Hank Marquis, Director, Gartner Research			
	10:00 a.m.	K2b. Welcome Address				
		TRACKS				
		A. Emerging Trends in IT Operations				
		B. Leadership and Strategy				
		C. DevOps and Agile in IT Operations				
		D. Optimize IT Operations				
		E. Cloud and Virtualization				
	11:00 a.m.	A1. The Cloud Computing Scenario: Cloud – The Last 10 and the Next 10 Years	Milind Govekar			
	11:45 a.m.	Attendee Lunch and Solution Showcase Dessert Reception				
	12:15 p.m.	MQ1. Magic Quadrant: Application Release Automation	David Paul Williams (12:15 – 12:35 p.m.)			
	2:15 p.m.	A2. The Mobile Scenario: Beyond Mainstream – The New Frontiers of Mobile	Chris Silva			
	3:15 p.m.	Solution Provider Sessions				
4:15 p.m.	TTP1. To the Point: How Seven Top IT Operations Teams Are Succeeding With AI/Ops Technologies Today	Sanjit Ganguli				
5:00 p.m.	TTP6. To the Point: How to Successfully Start a DevOps Journey	George Spafford				
5:30 p.m.	Solution Showcase Evening Reception					
5:45 p.m.	MQ2. Magic Quadrant: Application Performance Monitoring (APM)	Cameron Haight (5:45 – 6:05 p.m.)				
Tuesday May 9	7:00 a.m.	Registration and Breakfast				
	8:00 a.m.	K3. Gartner Keynote The Journey to the Mix: Private Cloud, Public Cloud, and Edge	Thomas J. Bittman, Vice President and Distinguished Analyst, Gartner Research			
	9:15 a.m.	Solution Provider Sessions				
	10:15 a.m.	A3. When Will AI Replace Your IT Service Desk?	Kenneth Gonzalez			
	11:15 a.m.	TTP11. To the Point: Five Steps Toward Agile Infrastructure and Operations	Hank Marquis			
	12:00 p.m.	TTP15. To the Point: How to Navigate the Container Orchestration Market	Dennis Smith			
	12:30 p.m.	Attendee Lunch and Solution Showcase Dessert Reception				
	1:00 p.m.	MQ3. Magic Quadrant: IT Service Support Management Tools	Rich Doheny (1:00 – 1:20 p.m.)			
	2:30 p.m.	Solution Provider Sessions				
	3:30 p.m.	Gartner-Invited End-User Case Studies				
	4:30 p.m.	Solution Provider Sessions				
	5:20 p.m.	K4. Guest Keynote Funny Business	Robert Hirschfeld, Cybersatirist			
	Wednesday May 10	7:00 a.m.	Registration and Breakfast			
		8:00 a.m.	K5. Guest Keynote Take Your IT Operations Leadership to the Next Level With Emotional Intelligence	Dr. Mitchel Adler, Licensed Clinical Psychologist, Certified Group Psychotherapist and Creator of MindBody Intelligence™		
		9:30 a.m.	Solution Provider Sessions			
10:15 a.m.		A4. Now You See It, Now You Don't: How to Monitor Increasingly Dynamic IT Environments	Cameron Haight			
11:15 a.m.		A5. The Impact of IoT on Infrastructure and Operations	Sanjit Ganguli			
		B4. Successful DevOps Requires Solid Marketing	George Spafford			
		B5. Crossroads for Server Virtualization Decisions	Thomas J. Bittman			
		C4. The Need for Speed: Improving Application Performance and Network Agility	Ted Corbett			
		C5. Ten Absolute Truths About Talent Management in Digital Business	Diane Berry			
		D4. Supporting a Bimodal and Digital Business Future: The I&O Skills Gap	Ed Holub			
		D5. Convey the Business Value of I&O in Terms That Will Generate Support, Funding and Improved Perception of the Organization	Gary Spivak			
		E4. Rethink Monitoring for Containers	Arun Chandrasekaran			
		E5. Applying Software Asset Management Discipline to Cloud, Virtual and Mobile Assets	Roger Williams			

Agenda key

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

Maturity level

- F Foundational:** Offers the necessary understanding and first steps to those in the early stages of initiatives
- A Advanced:** Uses complex concepts requiring foundational knowledge and prior experience to take initiatives to the next level

Focus

- T Tactical:** Provides tactical information that can be used straightaway, with a focus on how-to's, do's and don'ts and best practices
- S Strategic:** Focuses on the strategic insight supporting the development and implementation of an action plan

Perspective

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