2:30 p.m. Pre-registration

3:15 p.m. Workshop: IT Professional Development for the Digital Age

5:00 p.m. Workshop: Leveraging Gartner’s I&O IT Score Maturity Model to Drive Improvement

2:30 p.m. Preregistration

3:15 p.m. Workshop: IT Professional Development for the Digital Age

5:00 p.m. Workshop: Containers 101 — Mastering the Fundamentals

7:00 a.m. Registration and Breakfast

8:00 a.m. Gartner Keynote IT Operations 2018: Building an I&O Platform for Agility, Innovation, Scale and Transformation Thomas J. Bittman, David J. Cappuccio, Kenneth Gonzalez, Milind Govekar, Hank Marquis, George Stafford

9:00 a.m. Guest Keynote It’s Our Ship: Putting the Leadership Roadmap to Work Mike Abrashoff, Author, Former U.S. Navy Captain, and Founder of Aegis Performance Group

10:30 a.m. Gartner Essentials: Journey to the Mix — Private Cloud, Public Cloud and Edge

11:15 a.m. Attendee Lunch and Solution Showcase Dessert Reception

11:15 a.m. Senior Leadership Circle: 10 Absolute Truths About Talent Management in the Digital Business

11:45 p.m. Gartner Theater Session: Magic Quadrant for Network Performance Monitoring and Diagnostics

1:15 p.m. Gartner Theater Session: Magic Quadrant for Application Performance Monitoring

1:45 p.m. Gartner Essentials: The Five-Year Automation Scenario — Automate I&O to Drive Efficiency, Improve Reliability and Reduce Costs

2:45 p.m. Solution Provider Sessions

3:45 p.m. Visibility Gaps Can Imperil Your Cloud Initiatives! Reinventing the Culture of I&O for the Bimodal Enterprise

4:30 p.m. How to Select the Right Cloud Management Tools Chargeback, Showback or ITSM: What Do You Really Need?

5:00 p.m. Solution Showcase Evening Reception

5:30 p.m. Gartner Theater Session: Magic Quadrant for Application Release Automation

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### Agenda at a Glance

#### Gartner IT Operations Strategies & Solutions Summit 2018

**Wednesday, May 16**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Activity</th>
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<tbody>
<tr>
<td>7:00 a.m.</td>
<td>Registration and Breakfast</td>
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<tr>
<td>7:00 a.m.</td>
<td>Senior Leadership Circle: Reinventing the Culture of I&amp;O for the Bimodal Enterprise</td>
</tr>
</tbody>
</table>
| 8:00 a.m.| Guest Keynote — Decentralized Security Is the Future for Infrastructure and Operations  
Dr. Eric Cole, Author and Cybersecurity Expert |
| 9:15 a.m.| Solution Provider Sessions                                 |

#### TRACKS

##### A. Cloud and Automation

- **10:15 a.m.** Is Cloud Computing Building or Destroying Your Infrastructure and Operations?  
  *Gartner Essentials: IT Service Management in 2018 and Beyond IT*
- Roundtable: Securing Cloud Computing
- Roundtable: Securing Cloud Computing
- Senior Leadership Circle Roundtable: Cloud Computing.

##### B. Optimizing IT Operations

- **11:15 a.m.** Map Your IT Automation Needs Before You Invest in More Tools C
- NetOps 2.0: Transform With Automation and Analytics, or Become Irrelevant
- Senior Leadership Circle Roundtable: DevOps in the Real World
- Roundtable: When Will AI Replace Your Service Desk? IT

##### C. DevOps and Agile in IT Operations

- **11:45 a.m.** Attendee Lunch and Solution Showcase Dessert Reception
- **12:15 p.m.** Gartner Theater Session: Magic Quadrant for IT Service Management
- **1:15 p.m.** Gartner Theater Session: Magic Quadrant for Software Asset Management Tools
- **1:45 p.m.** How to Navigate Public Cloud Container Services
- **2:30 p.m.** Solution Provider Sessions
- **3:30 p.m.** Gartner-Invited End-User Case Studies
- **4:30 p.m.** Solution Provider Sessions

##### D. Leadership and Strategies

- **5:15 p.m.** Gartner Keynote — Worst Practices Every IT Operations Team Should Avoid (And What to Do Instead)  
  *Sanjit Ganguli, Director, Gartner Research*
- Roundtable: How Must Non-IT Operations Teams Change as DevOps and Mode 2 Scale? IT
- Roundtable: When Will AI Replace Your Service Desk? IT
- **11:45 a.m.** Ask the Analyst: What Are Best Practices for Modifying Existing Change Management Processes for DevOps? IT
- **11:45 a.m.** Ask the Analyst: The Future of ITSM IT
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##### E. Emerging Trends in IT Operations

- **10:15 a.m.** Is Cloud Computing Building or Destroying Your Infrastructure and Operations?  
  *Gartner Essentials: IT Service Management in 2018 and Beyond IT*
- Roundtable: Securing Cloud Computing
- Roundtable: Securing Cloud Computing
- Senior Leadership Circle Roundtable: Cloud Computing.

#### Thursday, May 17

<table>
<thead>
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<th>Time</th>
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<tbody>
<tr>
<td>7:00 a.m.</td>
<td>Registration and Breakfast</td>
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<tr>
<td>8:00 a.m.</td>
<td>Strategies for Securing Workloads and Information in Public Cloud</td>
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<tr>
<td>9:00 a.m.</td>
<td>Solution Provider Sessions</td>
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<tr>
<td>9:45 a.m.</td>
<td>Gartner Essentials: Containers</td>
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<td>9:45 a.m.</td>
<td>Deliver Platform-Ready I&amp;O for Digital Business Platforms B</td>
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<td>9:45 a.m.</td>
<td>DevOps, Cloud and Container Success Depend on Effective Configuration</td>
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<tr>
<td>9:45 a.m.</td>
<td>Ask the Analyst: Best Practices for Change Management to Support DevOps</td>
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<tr>
<td>9:45 a.m.</td>
<td>Ask the Analyst: How to Develop a Cloud Implementation Framework</td>
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<tr>
<td>9:45 a.m.</td>
<td>Ask the Analyst: What Are the Difficulties Getting Started With DevOps?</td>
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<tr>
<td>10:45 a.m.</td>
<td>Infrastructure Delivery Strategies: Enabling the Digital Business C</td>
</tr>
<tr>
<td>11:30 a.m.</td>
<td>Conference Adjourns</td>
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</tbody>
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**Note:** Agenda as of February 13, 2018, and subject to change.

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**Spotlight tracks key:**
- S Security and Risk
- B Bimodal IT
- C Cost Optimization
- IT IT Service Management

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