

Gartner IT Operations Strategies & Solutions Summit 2017

May 8 – 10 / Orlando, FL
gartner.com/us/iom



Key take-aways

- ### 1 Rethink your leadership strategy

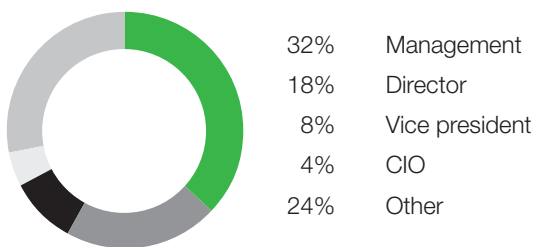
Traditional management models no longer work in a dynamic environment that requires the “walls to come down.” I&O leaders must shape a culture of empowerment, collaboration, continual learning and improvement, and trust.
- ### 2 You can no longer ignore the need for agility

Embrace bimodal to provide the innovation and agility your organization needs for competitive advantage. Explore DevOps and lean, and rethink how teams deliver business value, to greatly improve the time-to-value cycle and increase relevance, loyalty and connection to the business.
- ### 3 The foundation of your house is still important

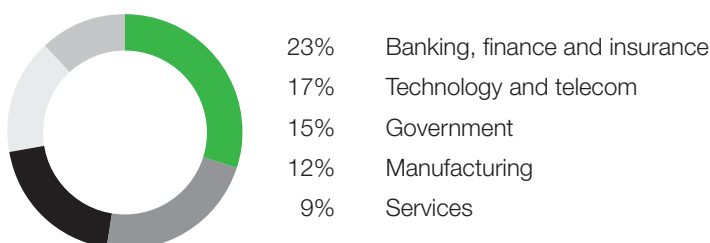
Some think ITIL is dead, ITSM is boring, and traditional approaches are out. But without a solid foundation, you’re potentially on shaky ground. Good ITSM practices, leaned out where appropriate, are fundamental for success. Risk aversion, controls and reliability are still important.
- ### 4 Cloud adoption is so much more than simply selecting the cloud

“Cloud first” has become a strategy for many organizations and requires more than merely selecting the cloud. To successfully move to a cloud-first strategy, you must consider process changes, skills requirements and overall talent management.

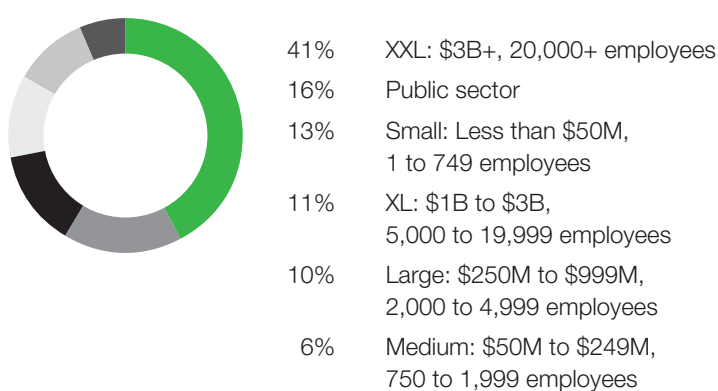
Top 5 job titles



Top 5 industries



Organization size



Most-attended sessions

- D3.** Create and Execute an Innovative I&O Strategy
Ed Holub
- TTP17.** To the Point: Creating and Optimizing an IT Service Catalog
Ed Holub
- C1.** IT Operations 2020 Scenario
Jeffrey M. Brooks, Ronni J. Colville
- B1.** Top 10 Technology Trends and Their Impact on Infrastructure and Operations
David J. Cappuccio
- C2.** The Five-Year I&O Automation Scenario: Automate I&O to Drive Efficiency, Improve Reliability and Reduce Costs
David Paul Williams

Join us at one of our upcoming I&O events
gartner.com/events/io

Gartner IT Infrastructure, Operations Management & Data Center Conference 2017
 December 4 – 7 / Las Vegas, NV

Gartner IT Operations Strategies & Solutions Summit 2018
 May 15 – 17 / Orlando, FL

What our 2017 attendees had to say

“Gartner has done a wonderful job of decluttering the cloud ecosystem.”
 Mayank Joshi, IT Platform Service Manager, Uline

“Valuable insights on industry trends and directions, which helps to plan and manage company efforts.”
 Dmitri Zarembo, Infrastructure Systems Engineer, The Standard Insurance Company

“Great for networking and learning key strategies and trends like DevOps and ITIL. Speakers provide valuable insights and experience on issues we face every day.”
 Steven Poon, Director of IT Operations, NYC School Construction Authority

“Great insights on how to best begin the conversation on moving forward with technology to the cloud.”
 Sheri Sandberg, Lead Storage Systems Engineer, CareFirst