Gartner
IT Infrastructure & Operations Management Summit 2014

2 – 3 June | Berlin, Germany | gartner.com/eu/iom

Raise I&O agility today. Be indispensable tomorrow.

HOT TOPICS
Cost Optimization
Changing the I&O Culture
IT Operational Excellence (ITIL, Dev ops)
Information/Data Security
Cloud and Virtualization Strategies
BYOD and Mobile Device Management
Leadership and Building an Effective I&O Team

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As organizations move towards a digital enterprise, IT is playing an increasingly pro-active role in contributing to the business process. I&O is key to supporting and progressing business agility: equally, demonstrating business value and cost-efficiency has never been more vital.

At this year’s IT Infrastructure & Operations Management Summit we’ll discuss how effective I&O Leadership can manage this fine balance for future success.

We’ll assess how technology enablers such as mobility, cloud and analytics can enhance business performance, and explore the new opportunities in data center innovation.

Business management strategies will be addressed to lower cost, improve governance and focus on financial control. And we will examine the value of IT operations excellence through I&O metrics, process framework adoption and organization structures.

Attend the 2014 Summit and become indispensible business partners, advancing the digital enterprise into a secure future.
Tracks

A Bridging Virtualization and Cloud
Today’s virtual environments provide agility for IT organizations, but users require automation and self-service. Managing cloud services inclusive of public, private and hybrid dictate the need for cloud management platforms (CMP) and IT process automation (ITPA). This track will help attendees successfully automate management leading to greater efficiency, agility, cost control, and consistency, while providing a high degree of service delivery choice.

B Improve IT Service by Investments in People and Process
Social and cultural factors of the Nexus of Forces are driving a shift in power away from the enterprise and toward the individual, which is intensifying demand for skills in social collaboration, service brokerage and analytics. Meanwhile, I&O maturity is stagnating with underdeveloped processes holding many organizations back from becoming proactive partners to the business. This track is for I&O Leaders looking to excel, by making people and process investments for service improvement.

C Report and Deliver Business Value and Analytics
Increased pressure to run IT like a business is creating a new demand for I&O leaders to deliver, broker and integrate complex portfolios of IT services transparently and competitively. IT Financial Management tools and techniques, together with business-value dashboards, are placing greater emphasis on metrics and reporting, providing I&O leaders with guidance on how to truly create and show value. This track will help attendees apply tools and methods to report and deliver I&O business value.

D Shape the Future of Your I&O Portfolio and Data Center
Historically, I&O Leaders have been forced to sweat their I&O assets rather than modernize. The 2014 pressures to raise I&O agility and empower the digital business, will require I&O Leaders to revisit their aging asset portfolio and identity technologies that enable the goal of added business value, business relevance and competitive advantage. This track will provide attendees with the insight into current and emerging technologies and the tools to select those which merit their attention and inclusion in their investment plans.

E Exploit Mobile and Social Technology for Business Gain
Mobile and wireless devices have unlimited potential for the business, but I&O leaders must have a defined strategy to ensure maximum value is delivered. End-users are clamouring for BYOD and there are a myriad of devices and providers in the market. This track will demonstrate how to better govern this onslaught of devices through the adoption of mobile management tools, as well as how to adopt mobile and wireless capabilities to provide greater value across the enterprise.

“Very productive two days, focussed on IT Operations Management, with right size of groups and experienced speakers.”
RIEN LEMSOM, DIRECTOR OF GLOBAL IT OPERATIONS, KRATON

Why attend?

- Your enterprise is going Digital. How can you be the indispensible partner?
- How should IT operations and infrastructure management transform their people and processes to improve business agility and effectiveness?
- How will IT services and operations management tools and processes evolve?
- How are emerging philosophies such as DevOps changing the IT operations management environment?
- Which vendors will play leading roles in the evolution of IT services and operations management?
- How does an I&O leader build an I&O Vision, Strategy and Governance framework?
- How should I&O leaders evaluate emerging technologies and assess whether they will benefit the organization?
- What are the best practices and strategies to help I&O leaders manage their technology infrastructures and sourcing portfolios to deliver IT services effectively?

Who should attend?
Senior business and IT professionals including:
- IT Operations
- IT Infrastructure
- Quality Management
- Service Management
- Data Center Management
- Communications/Networking
- Mobility Management
- Application Management
- Facilities Management
- Business Continuity and Disaster Recovery
- Enterprise and IT Architecture

Visit gartner.com/eu/iom for more information
Agenda at a Glance

**Monday, June 2, 2014**

07:30 – 20:00 Registration, Information and Refreshments

08:00 – 08:45 Tutorial: Why Don’t Lower Prices Mean Lower Costs? Stewart Buchanan

09:00 – 10:00 Summit Opening and Welcome Presentation: Top 10 Trends for IT Infrastructure and Operations for 2014 Ian Head and Milind Govekar

10:00 – 10:30 Industry Panel Discussion: A View from the Industry

10:30 – 11:00 Refreshment Break in Solution Showcase

**TRACK A**

Bridging Virtualization and Cloud

11:00 – 12:00 How to Succeed With Your Private and Hybrid Cloud Milind Govekar

**TRACK B**

Improve IT Service by Investing in People and Process

11:00 – 12:00 IT Financial Management Tools of Trade Errol Rasit

16:15 – 17:00 Case Study: Why an IT Director Still can Sleep! A Story About Rapid Growth in a Very Demanding and Critical Environment Reinoud Reinders, IT Manager of DR and Other Operations, UZ Leuven

12:00 – 13:15 Lunch in the Solution Showcase

13:00 – 13:45 Case Study: Why Don’t Lower Prices Mean Lower Costs? Stewart Buchanan

14:00 – 15:00 Solution Provider Sessions

15:00 – 15:30 Refreshment Break in Solution Showcase

15:30 – 16:00 Virtualizing Mission Critical Application and Database Workloads Philip Dawson

16:15 – 17:00 Case Study: Why an IT Director Still can Sleep! A Story About Rapid Growth in a Very Demanding and Critical Environment Reinoud Reinders, IT Manager of DR and Other Operations, UZ Leuven


18:15 – 20:00 Networking Reception in the Solution Showcase

**Tuesday, June 3, 2014**

07:30 – 17:15 Registration

08:00 – 09:00 Smart Machines and the Automation of DR and Other Operations Processes Will Cappelli

09:15 – 09:45 Solution Provider Sessions

09:45 – 10:15 Refreshment Break in Solution Showcase


11:30 – 12:00 Solution Provider Sessions

12:00 – 13:00 Lunch in the Solution Showcase

13:00 – 13:45 Case Study

14:00 – 15:00 Improving Business Continuity With Hosted Virtual Desktops Nathan Hill

15:00 – 15:30 Refreshment Break in Solution Showcase

15:30 – 16:15 Guest Keynote: Leadership in a Digital World Magnus Lindkvist, Trend Spotter Extraordinaire and Futurist

16:15 – 17:15 High Points and Key Take-Aways from the Conference Ian Head and Milind Govekar

17:15 Conference Close
10:35 – 10:55 Summit Solution Snap Shot Part 1  Valdis Fiks

TRACK E
Exploit Mobile and Social Technology for Business Gain

The Mobile Scenario — Mobile Opportunities through 2018
Leif Olof Wallin

Management Tools
12:40 – 13:00 Magic Quadrant: APM  Jonah Kowall

Mobile Security Threats and Trends
in 2014  Dionisio Zumerle

15:00 – 15:20 60 Secs or Bust: Summit Solution Snap Shot

To the Point: What Foursquare, Facebook and Final Fantasy can Teach I&O
Jarod Greene

Case Study

10:00 – 11:30
The Role of Workplace Aggregators in Client Computing
Simon Mingay and Tapati Bandopadhyay

Mobile Device Dual Persona
Solutions — What’s This all About?
Leif Olof Wallin

08:00 – 09:30
DevOps: Theory to Practice
Cameron Haight and Philip Dawson

09:15 – 10:00
Solution Provider Sessions

11:30 – 12:00
Solution Provider Sessions

12:30 – 14:00
Creating a Mobile Enterprise Strategy Outline
Leif Olof Wallin and Dionisio Zumerle

12:45 – 13:45
The Future of File Sharing
Nikos Drakos

13:00 – 14:30
Managing Shadow IT to Achieve Value
Simon Mingay

13:15 – 14:15
Where Does the Cloud Fit in
Will Cappelli and Chris Matchett

13:30 – 14:00
Modernizing Application Performance Management
Jonah Kowall and Will Cappelli

14:00 – 15:00
Interactive Sessions

14:15 – 15:00
Cloud

15:00 – 16:00
Interactive Sessions

15:15 – 16:00
Interactive Sessions

16:00 – 17:30
Case Study

17:00 – 18:00
Interactive Sessions

17:15 – 18:15
Guest Keynote: The Great Re:Write — Exploring the Future of Behaviour, Technology and the Web

18:15 – 20:00
Networking Reception in the Solution Showcase

Visit gartner.com/eu/iom for more information
Keynote Speakers and Case Studies

Gartner Opening Keynote: Top 10 Trends for IT Infrastructure and Operations for 2014

Strategic planners have long realized that efficient planning must be accomplished by looking from the outside in. Internal, market and societal trends are rapidly converging, and many will have dramatic effects on infrastructure and operations planning. This presentation will highlight the most crucial trends to watch and their implications over 2014-2016 timeframe.

Ian Head and Milind Govekar

Guest Keynote: The Great Re:Write — Exploring the Future of Behaviour, Technology and the Web

An analysis of the three pillars that are driving a digital rebirth of the entire planet from day to day life in the enterprise right down to your own behaviour at home and that of your children. Everything as we know it is changing at a pace 10X faster than the Industrial Revolution. Learn How the next 365 Days are going to reshape what you knew to be true of the world around you and how not be left behind.

Leonard Brody, Business and Technology Visionary

Guest Keynote: Leadership in a Digital World

Magnus Lindkvist is a trendspotter and futurologist who weaves together the most important and exciting current trends to forecast what life, society and business might look like in the future. With a uniquely energetic speaking style, his talk will be a multimedia-infused boost of intellectual inspiration about topics ranging from trendspotting, leadership and innovation to future-living and the business world of tomorrow.

Magnus Lindkvist, Trend Spotter Extraordinaire and Futurist

Case Study Sessions

Hear real hands-on “this is how we made it happen” insight, from international organizations whose senior executives are working on the best and most successful IT Infrastructure & Operations initiatives in Europe. The latest case study information will be added to the agenda as it is confirmed at gartner.com/eu/iom

Creating Insight, Making Change, Invest in People and Process

Amanda Ferguson, Infrastructure Services Manager, Nottingham Trent University

Why an IT Director Still can Sleep! A Story About Rapid Growth in a Very Demanding and Critical Environment

Reinoud Reynders, IT Manager, Infrastructure and Operations, UZ Leuven

Smarter IT Through Analytics — Festo Increases Service Performance and Delivers Proactive Support in a Global Environment

Alexander Mack, IM-W Inf. Mgmt. Workplace Services, Festo

Business Logic Driven Operations

Peter Zumbrink, Infrastructure Manager, IKEA

“The presentations have provided a comprehensive overview of topics in the infrastructure and operations space. Gartner excels at providing the right questions that any organization must ask themselves to move ahead.”

LAWRENCE SIMMONS, HEAD OF INFRASTRUCTURE, IAEA INTERNATIONAL ATOMIC ENERGY AGENCY
Interactive Sessions

Workshops

Best Practices in HVD — Lessons from the Field
Nathan Hill and Philip Dawson

Using ITScore to Roadmap I&O Improvements
Vivek Bhalla and Ian Head

Creating a Mobile Enterprise Strategy Outline
Leif Olof Wallin and Dionisio Zumerle

DevOps: Theory to Practice
Cameron Haight and Philip Dawson

Strengthening the Connection Point — Cultivate Great IT Managers
Simon Mingay and Tapati Bandopadhyay

Modernizing Application Performance Management
Jonah Kowall and Will Cappelli

Networking Sessions

The new End-User Networking Ideas Exchange sessions give attendees a chance to meet with others with similar issues and challenges. These lightly facilitated sessions will commence with a Gartner analyst outlining the topic of the session, which will be followed by the participants getting to know each other and compare notes.

Ideas Exchange: Using IT Operations Analytics
Ideas Exchange: I&O Culture Change
Ideas Exchange: Challenges with Insourcing

Why the Renewed Fervor Around Network Configuration and Change Management?
Vivek Bhalla

Managing Shadow IT to Achieve Value
Simon Mingay

IT Service Support Management Tools
Chris Matchett

Controlling Storage Costs
Valdis Filks

The Role of Workplace Aggregators in Client Computing
Federica Troni

The Future of File Sharing (13)
Nikos Drakos

What Does Big Data Mean to Your Enterprise?
Will Cappelli

Visit gartner.com/eu/iom for more information
Meet the Analysts

Vivek Bhalla
Principal Research Analyst
Virtual switches and their implications; monitoring VoIP & UC traffic; network management; analysis on key vendors and M&A

Stewart Buchanan
Research VP
Vendor management; IT budgeting; IT asset management; program and portfolio management

Tapati Bandopadhyay
Principal Research Analyst
ITIL and process improvement; infrastructure and operations leaders; data center modernization and consolidation

Will Cappelli
Research VP
ITIL and process improvement; data center modernization and consolidation

Philip Dawson
Research VP
Data center modernization and consolidation; enterprise applications suites and ERP; cloud computing; infrastructure and operations leaders

Nikos Drakos
Research VP
Business gets social; content, collaboration and social initiatives; SharePoint; unified communications and collaboration

Valdis Filks
Research Director
Data center modernization and consolidation; business continuity management; vendor management; IT cost optimization

Milind Govekar
Managing VP
Cloud computing; ITIL and process improvement; IT cost optimization; virtualization

Jarod Greene
Principal Research Analyst
ITIL and process improvement; business gets social; IT cost optimization; content, collaboration and social initiatives

Cameron Haight
Research VP
IT strategic planning; innovation management; cloud computing; ITIL and process improvement

Tiny Haynes
Research Director
Cloud computing; virtualization; outsourcing deals; IT management

Ian Head
Research Director
ITIL and process improvement; cloud computing; infrastructure and operations leaders; IT cost optimization

Nathan Hill
Research Director
Desktop virtualization; client computing architectures; virtualization; thin clients

Jonah Kowall
Research VP
ITIL and process improvement; communications infrastructure modernization; infrastructure and operations leaders; virtualization

Chris Matchett
Principal Research Analyst
ITIL and process improvement; infrastructure and operations leaders; IT project management; IT service transition

Simon Mingay
Research VP
Shared services; IT governance; ITIL and process improvement; business value of IT

Errol Rasit
Research Director
IT strategic planning; IT cost optimization; cloud computing; virtualization

Federica Troni
Principal Research Analyst
Outsourcing Deals; Mobile Enterprise Strategy; Data Center Modernization and Consolidation; Integrating Apple into the Enterprise

Leif-Olof Wallin
Research VP
Mobile enterprise strategy; unified communications and collaboration; negotiating software contracts; BYOD programs

Dionisio Zumerle
Principal Research Analyst
Mobile enterprise strategy; security and risk management leaders; information security technology and services; unified threat management
Solution Showcase

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www.riverbed.com

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www.virtualinstruments.com

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Pricing

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ends 4 April 2014

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What’s New

• Mobile — managing demands for anywhere-anytime mobile across the enterprise
• Evolution of networking in a software defined world
• Nexus of Forces — Cloud, Mobile, Social and Information — new challenges and opportunities within I&O
• Cost optimization — How to increase existing quality of process without increasing cost
• Implementing an effective operations strategy based on the emerging DevOps philosophy
• Institutionalize a global BCM program to manage all risks to business operations
• Business Value — tools and methods to report and deliver I&O business value
• Culture and People — making people and process investments for service improvement

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