

**Gartner**<sup>®</sup>

# **Gartner IT Infrastructure, Operations & Cloud Strategies Conference**

6 – 7 May 2019 | Mumbai, India  
[gartner.com/in/io](http://gartner.com/in/io)

Enabling the Digital Future:  
Speed, Agility and Resilience

**Early-bird discount**  
**Save ₹8,500 by 8 March 2019**



# Enabling the Digital Future: Speed, Agility and Resilience

**Gartner IT Infrastructure, Operations & Cloud Strategies Conference 2019 is the premier event for infrastructure and operations leaders ready to prepare their organizations for the rapid developments impacting IT infrastructure evolution.**

The days of the traditional data center may be waning, but IT infrastructure — increasingly digital and distributed — isn't going away. Gain actionable insight and guidance to effectively manage a distributed IT environment, despite the challenges and complexity, and ensure the viability of your organization's digital future.

Join us for practical recommendations to help you:



**Accelerate** the transition to next-generation infrastructure, reduce risks, and improve organizational execution.



**Expand** the boundaries of I&O security — from DevSecOps and cloud security to cybersecurity, disaster recovery and data privacy.



**Expand** your knowledge of all things cloud: from migration tactics, vendor selection and cost optimization to IaaS, PaaS and SaaS.



**Exploit** emerging trends: Edge Computing, Internet of Things (IoT), Machine Learning and Artificial Intelligence (AI).



**Better define** what your infrastructure should look like by developing a “cloud first, but not always” model.



**Identify** the new roles, skills, tools and processes needed for a hybrid IT model.



**Achieve** scale with DevOps, cloud and AI using the right automation skills and tools.



**Create** cultural change with new I&O leadership practices for the digital age.



## Who Should Attend?

- Heads of Infrastructure & Operations
- IT Infrastructure Leaders
- IT Operations Leaders
- IT Service Delivery & Management
- Cloud Infrastructure Architect
- Cloud Consultant
- Cloud Computing Engineers
- Cloud Product and Project Manager
- Cloud Software and Network Engineer
- Application Management & Support
- Datacenter Managers
- Network & Telecoms Managers
- Architects
- IT Strategists/Planners
- Infrastructure & Operations Project Managers & Consultants

**“By 2020, more than 50% of enterprises will run mission-critical, containerized cloud-native applications in production, up from less than 5% today.”**

Gartner Predicts

## What's new in 2019

- **Brand new track on cloud strategies and futures**, with an emphasis on cloud architecture, multi-cloud management, migration tactics and service governance
- **Enhanced coverage** on IT automation, AIOps, AI virtual support agents and more
- **Brand new track on emerging trends and innovation**, with a focus on AI & ML in infrastructure and operations, edge computing, containers, hyperconvergence, IoT and software-defined x
- **A leadership and culture transformation track** designed specifically for the senior most infrastructure and operations (I&O) leader with topics around the I&O operating models and org design, top trends impacting I&O leaders, the leadership vision for I&O, and effective vendor and contract management
- **Spotlight tracks** that focus on resilience, infrastructure security and cost optimization

# Keynotes



**Milind Govekar**  
VP Analyst



**Rakesh Kumar**  
Managing VP



**Arun Chandrasekaran**  
Distinguished VP Analyst



**Moderator:**  
**Santhosh Rao**  
Sr Director Analyst

## Gartner keynotes

### **The Future of IT Infrastructures: Always On, Always Available, Everywhere**

I&O leaders must evolve strategies to provide an agile infrastructure for the business to enable global reach, solve business issues like latency, customer experience, and compliance, while providing the flexibility to enter new markets quickly, anywhere, anytime. This must embrace traditional compute, emerging trends in edge computing, IoT, AI/ML and the ever-changing cloud marketplace. I&O leaders itself must also evolve the skills, process and roles to support this brave new world.

### **The Top 10 Strategic Technology Trends for 2019**

Strategic technology trends have significant disruptive potential and set the stage for innovation over the next five years. Companies must examine the business impact of these trends and adjust business models and operations appropriately or risk losing competitive advantage to those who do. These are trends that IT cannot afford to ignore.

### **Panel Discussion:**

#### **Cloud Computing — The Road Ahead: Opportunities, Risk and Challenges**

The panel discussion will bring together IT Leaders who have been instrumental in driving the cloud strategy for leading organizations in India. The panel will discuss the following:

- Experiences on their cloud computing journey. In this context, cloud can mean private cloud, public or community cloud
- The strategic value of cloud — key aspects such as apprehensions, rationale, cloud costs, security, governance, organization culture and technology
- The participants view on the future of cloud computing within their organization, as well as areas of improvement for the cloud vendor community



# Meet the experts

Hear from the Gartner IT Infrastructure, Operations and Cloud Strategies Research community as they share their latest insight and advice.

**Manjunath Bhat**  
Sr Director Analyst



- Mobile, endpoint and wearable computing strategies
- Endpoint and mobile security
- Enabling the bimodal enterprise with DevOps practices
- Maximize personal technologies to evolve product portfolios
- Digital workplace applications

**Arun Chandrasekaran**  
Distinguished VP Analyst



- Containers and serverless computing
- Big data and machine learning infrastructure
- Public cloud IaaS/storage
- Storage modernization
- I&O leadership

**Chirag Dekate**  
Sr Director Analyst



- High-performance computing applications, infrastructure and operations (HPC), supercomputing, HPC clouds
- Machine learning, deep learning, artificial intelligence infrastructures and best practices
- Hyperscale (webscale) infrastructures
- Emerging server architectures
- Quantum Computing

**Sanjit Ganguli**  
VP Analyst



- Key technology and market trends occurring in the network and application monitoring market
- The role of AI and AIOps on IT operations
- How network and application monitoring ties into an overall IT operations strategy
- The impact of the Internet of Things and security on IT operations

**Milind Govekar**  
VP Analyst



- Cloud computing, cloud management strategies and best practices
- I&O automation
- Serverless infrastructure
- IT service management best practices
- Performance, capacity and IT financial management strategies and markets

**Rajpreet Kaur**  
Principal Analyst



- Network security issues for clients
- Firewall, IPS, UTM, DDoS, web application firewall vendor selection
- SOC, MSS and MDR service provider selection for emerging regions
- Advanced threat detection (APT) technology and vendor selection

**Rakesh Kumar**  
Managing VP



- How should CIOs manage their budgets
- What should a five-year data center strategy look like
- How should organizations develop their disaster recovery and business continuity plans
- What are the best practices for data center consolidation
- Should organizations build their own data center or use a cloud or hosting provider

**Katherine Lord**  
VP Analyst



- Enhancing I&O organization structures
- Utilizing industry benchmarks to drive I&O staffing efficiency
- Effectively leveraging best practices such as Lean, ITSM, ITIL and DevOps
- Driving culture change and diversity in I&O to increase agility

**DD Mishra**  
Sr Director Analyst



- Contract negotiation
- Service level agreement
- Partner and relationship management
- Service transition
- IT strategic sourcing

**Naveen Mishra**  
Sr Director Analyst



- Hyperconverged systems ( HCIS)
- Best practices for creating a virtualization, cloud and data center strategy
- Data center infrastructure management (DCIM)
- ODM outlook and dynamics

**Chandra Mukhyala**  
Sr Director Analyst



- Data protection: Backup and recovery, backup storage targets
- Software defined storage
- Scale-out NAS and distributed file systems
- Hybrid cloud and object storage
- OEM partnerships

**Sid Nag**  
Sr Director Analyst



- Cloud strategy
- Cloud technologies and services (public/private/hybrid/community clouds)
- Cloud market trends, forecast trends, market share, adoption trends
- Cloud service brokerage, Cloud Interconnect, cloud marketplace

**Julia Palmer**  
Sr Director Analyst



- Storage and hyperconverged solutions
- Strategies to manage storage growth and lower TCO
- Web-scale IT challenges
- Accelerating infrastructure innovation and agility

**Pankaj Prasad**  
Sr Principal Analyst



- IT monitoring strategies
- Data center availability and performance strategies
- Leveraging artificial intelligence technologies, like machine learning, in IT operations
- IT operations transformation

**Santhosh Rao**  
Sr Director Analyst



- Building a hybrid cloud environment
- Edge computing versus cloud computing
- Emerging technologies such as SDS and hyperconverged infrastructures
- Backup and DR infrastructures
- Internet of Things

**Siddharth Shankar Shetty**  
Sr Director Analyst



- IT operations transformation
- IT service management
- Service catalog and a service life cycle
- Service management office capabilities and value proposition

**Naresh Singh**  
Sr Director Analyst



- Data center ethernet switching and routing, ethernet fabrics
- Software-defined networking and network virtualization
- Network architecture/strategy validation
- WAN performance and application acceleration

# Plan your experience

## Agenda tracks

### A Cloud Strategies and Futures

As cloud computing enters its second decade, it is becoming a vehicle for much of what is described as the future of IT. Yet despite its longevity, concerns remain about how best to balance between cloud computing as “the answer” and cloud computing as one of many answers for IT. This track explores how to develop a successful cloud stratagem and strike the right balance between value and risk — both real and imagined.

### B Evolving IT Operations and DevOps

I&O leaders must redefine the mission of IT operations to focus on delivering positive, reliable and efficient business outcomes. This change will not be easy, given existing pressures to move faster, while running and maintaining the existing IT infrastructure. This track focuses on the infrastructure and operational processes and technologies enabling business outcomes and how IT operations leaders and their teams must simultaneously deliver reliable existing systems while navigating the changes needed to support new digital workloads.

### C Innovation and Emerging Trends in Digital Infrastructures

To succeed in the digital era, I&O leaders must be willing to embark on “creative destruction” — fundamentally rethinking the technology architecture, processes and people required for next-generation workloads, understanding new trends and technologies that could significantly benefit IT and the business. This track will focus on the exploratory and potentially transformative decisions I&O leaders will take and how best to find the balance between ensuring operational stability and tapping into emerging trends.

### D Leadership, Cultural and Organizational Transformation

Accelerating digitalization, the growing digital competency outside IT, and increasingly networked organizations are adding complexity to the challenge of cultivating culture. This track will explain why cultural-change leadership matters now more than ever — exploring the drivers of culture, how it influences goals and objectives, and how workplace factors affect it.

## Hot topics

- Cloud Architectures
- Multi-cloud Management
- Cloud Connectivity
- Cloud Services Governance
- Cloud Migration Tactics

- IT Automation
- IT Governance
- AIOps
- Capacity Planning and Modelling
- Availability and Performance Management
- Monitoring and Managing Distributed Infrastructure
- DevOps

- AI&ML
- IOT
- Edge Computing
- Hyperconverged Infrastructure
- Containers and Microservices
- Solid-State Arrays
- Software Defined X

- I&O Skill Transformation
- I&O Organization Structure
- Leadership and Culture
- Digital Business Futures
- Professional Development

## Spotlight Tracks

### Security, Risk and Service Continuity

The growing demand for 24/7 technology services is placing new pressure on the IT organization, underscoring the need for a robust cybersecurity and business continuity management (BCM) program. This track examines key aspects of security, business continuity, recovery and governance, revealing why businesses that fail to create an effective cyber security and BCM program risk catastrophic business disruptions.

- Disaster Recovery Strategies
- Backup and Recovery
- Cloud Security
- Network Security

### Cost Optimization

Cost optimization continues to be a critical and continuous discipline for many IT leaders. For organizations to be successful, they need to focus on achieving a balance between reducing IT costs and investing in technology to reduce business cost. Sessions in this spotlight track will include traditional cost optimization in IT (infrastructure consolidation, application rationalization, sourcing and procurement), as well as exploration of how IT may be used to further reduce business costs and drive more business value.

- Cloud Optimization (Cost and Resources)
- Business Value and Cost Optimization of IT infrastructure
- DC Outsourcing Strategies
- Contracting and Vendor Management

**“By 2022, 30% of enterprises will implement at least one of the hybrid cloud storage approaches, up from 5% in 2018.”**

Gartner Predicts

## Interact with experts



### Gartner one-on-one meetings\*

A complimentary consultation with a Gartner expert of your choice



### Ask the expert\*

In these interactive sessions, you will hear the expert answer commonly asked questions, learn from questions from your peers, and ask your own question



### Roundtables\*

Moderated by Gartner experts for exchanging ideas and best practices with your peers



### Workshops\*

Small-scale and interactive — drill down on specific topics with a how-to focus

Space is limited and pre-registration is required. Limited to end-user organizations only.

## Network with peers



### End-user case studies

Learn about recent implementations firsthand, with an opportunity for Q&A with the IT and business executives leading the initiative



### Solution Showcase reception

Connect with peers in similar roles who face similar challenges, at the networking reception on the Exhibit Showcase designed to build relationships and facilitate the meaningful exchange of ideas and information

## Meet solution providers

### Exhibit Showcase

Explore cutting-edge IT solutions from top providers

### Solution provider sessions

Exhibitors share their insights on the latest products and services

## Customize your agenda

### Gartner Events Navigator

Gartner Events Navigator helps you organize, view and custom-create an agenda based on:

- Date and time
- Track
- Experts/speakers
- Session descriptions
- Key initiatives
- Vertical industries



# Agenda at a Glance

<b>Monday</b> 6 May 2019	07:30	Registration		
	<b>TRACKS</b>	<b>A. Cloud Strategies and Futures</b>	<b>B. Evolving IT Operations and DevOps</b>	<b>C. Innovation and Emerging Trends in Digital Infrastructures</b>
	08:30 – 09:00	Quantum Computing — The "In Your Face" Disruption Few Understand and Some Fear <b>Chirag Dekate</b>		
	09:30 – 10:30	<b>Welcome Presentation and Gartner Opening Keynote: The Future of IT Infrastructures: Always On, Always Available, Everywhere</b> <b>Milind</b>		
	10:30 – 11:00	Refreshment Break in the Exhibit Showcase		
	11:00 – 11:45	Building an Enterprise Cloud Strategy <b>Sid Nag</b>	The DevOps Scenario — Delivering Business Value Through Continuous Product Delivery <b>Katherine Lord</b>	The 2022 Storage and Backup Scenario <b>Julia Palmer</b>
	12:00 – 12:30	To the Point: Selecting Cloud Management Platforms for Your Public Cloud <b>Arun Chandrasekaran</b>	To the Point: AIOps and What It Means for Network Operations <b>Sanjit Ganguli</b>	To the Point: How to Use Edge Computing in Digital Business Initiatives — Five Case Studies <b>Santhosh Rao</b>
	12:30 – 13:45	Lunch Break in the Exhibit Showcase	<b>12:40 – 13:00</b> Magic Quadrants for Cloud Infrastructure as a Service <b>Sid Nag</b>	
	13:45 – 14:30	Top 10 Mobile Technologies <b>Manjunath Bhat</b>	Automation Is Imperative to the Viability and Survival of I&O <b>Milind Govekar</b>	Hyperconvergence Today: A Technical Market Guide <b>Naveen Mishra</b>
	14:45 – 15:15	Solution Provider Sessions		
	15:30 – 16:15	How to Use Edge Computing in Digital Business Initiatives — Five Case Studies <b>Santhosh Rao</b>	IT Monitoring Insight to Support Your Businesses' High-Velocity Future — What Comes Next? <b>Pankaj Prasad</b>	The Enterprise Network Scenario — Say Goodbye to the CLI <b>Naresh Singh</b>
	16:30 – 17:00	Solution Provider Sessions		
	17:00 – 17:30	Refreshment Break in the Exhibit Showcase		
	17:30 – 18:30	<b>Panel Discussion: Cloud Computing — The Road Ahead: Opportunities, Risks and Challenges</b> <b>Moderator: Santhosh Rao</b>		
18:30 – 20:00	Exhibit Showcase Reception and Dinner			

<b>Tuesday</b> 7 May 2019	07:30	Registration		
	09:00 – 09:45	<b>Guest Keynote</b>		
	09:45 – 10:15	Refreshment Break in the Exhibit Showcase		
	10:15 – 10:45	End-User Case Studies		
	11:00 – 11:30	Solution Provider Sessions		
	11:45 – 12:30	The State of Cloud Security, 2019 <b>Rajpreet Kaur</b>	IT Service Management in 2022 <b>Siddharth Shetty</b>	An I&O Leader's Guide to Containers, Kubernetes and Microservices <b>Arun Chandrasekaran</b>
	12:30 – 13:45	Lunch Break in the Exhibit Showcase	<b>13:10 – 13:30</b> Magic Quadrant: Application Performance Monitoring <b>Pankaj Prasad</b>	
	13:45 – 14:15	To the Point: Networking Across Multiple Regions and Clouds <b>Naresh Singh</b>	IT Operations Management 2023 Scenario: Smart, Fluid and Fast <b>Sanjit Ganguli</b>	To the Point: Hype Cycle for Compute Infrastructure <b>Chirag Dekate</b>
	14:30 – 15:15	The Top 10 Cloud Myths <b>Naveen Mishra</b>	IT Service Management in 2022 <b>Siddharth Shetty</b>	The Impact of IoT on I&O <b>Sanjit Ganguli</b>
	15:30 – 16:00	To the Point: How to Ensure Your Cloud Usage Is Resilient and Reliable <b>Chandra Mukhyala</b>	To the Point: 12 Steps to AIOps Success <b>Pankaj Prasad</b>	To the Point: Innovation in Public Cloud and Hybrid Cloud Storage Deployments: Lessons Learned From the Enterprise Adoption <b>Julia Palmer</b>
	16:00 – 16:30	Refreshment Break in the Exhibit Showcase		
	16:30 – 17:30	<b>Gartner Closing Keynote: The Top 10 Strategic Technology Trends for 2019</b> <b>Arun Chandrasekan</b>		
	17:30	Conference Close		





When attending this event, please refer to the Gartner Events mobile app for the most up-to-date session and location information



Agenda as of 8 January 2019 and subject to change

<b>D. Leadership, Cultural and Organizational Transformation</b>	<b>Workshops and Contract Negotiation Clinics</b>	<b>Expert-User Roundtables</b>	<b>Ask the Expert Roundtables</b>
Transform IT Operations to Support Microsoft Office 365, Google G Suite and the Digital Workplace <b>Manjunath Bhat</b>			
<b>Govekar and Rakesh Kumar</b>			
Artificial Intelligence: What Should Infrastructure and Operations Leaders Expect and Do to Succeed <b>Chirag Dekate</b>	<b>10:45 – 12:15</b> Workshop:	<b>10:45 – 11:45</b> Roundtable: IT Service Management Best Practices <b>Siddharth Shetty</b>	
To the Point:			<b>12:00 – 12:45</b> Ask the Expert: Trigger Your Deal's Success Through Effective SLA Development and Management <b>DD Mishra</b>
<b>12:30 – 13:45</b> Leading I&O to Enable an Agile Digital Business Future			
Top 10 Trends Impacting Infrastructure and Operations and Digital Infrastructure <b>Rakesh Kumar</b>			<b>13:45 – 14:30</b> Ask the Expert: How to Use Edge Computing in Digital Business Initiatives — Five Case Studies <b>Arun Chandrasekaran</b>
Five Key Areas That Can Make or Break Your Outsourcing Deal <b>DD Mishra</b>	<b>15:30 – 16:30</b> Contract Negotiation Clinic: Drive I&O Improvements by Leveraging Gartner's I&O IT Score Maturity Model <b>Sanjit Ganguli</b>	<b>15:30 – 16:30</b> Roundtable: Best Practices to Deal With Advanced Threats <b>Rajpreet Kaur</b>	

	<b>10:15 – 11:45</b> Workshop: Key Outsourcing Deal Negotiating Techniques and How to Use Them <b>DD Mishra</b>		<b>11:00 – 11:45</b> Ask the Expert: Key Priorities When Setting Up Your DevOps Strategy <b>Manjunath Bhat</b>
The Future of Infrastructure and Operations Design in a Product-Oriented World <b>Katherine Lord</b>			<b>12:00 – 12:45</b> Ask the Expert: Backup and Recovery Strategies <b>Chandra Mukhyala</b>
<b>13:40 – 14:00</b> Magic Quadrant and Critical Capabilities for Hyperconverged Systems <b>Naveen Mishra</b>			
To the Point: Managing Risk and Optimize Cost in the New World of Hybrid Cloud and Hybrid IT <b>Sid Nag</b>	<b>14:00 – 15:30</b> Workshop:		<b>13:45 – 14:30</b> Ask the Expert: Best Practices on Network Security <b>Rajpreet Kaur</b>
Leadership Vision for 2019: Infrastructure and Operations Leader <b>Milind Govekar</b>			
To the Point: Practical and Actionable Realities of Cost Optimization <b>DD Mishra</b>		<b>15:30 – 16:30</b> Roundtable:	
<b>16:05 – 16:25</b> WAN Edge Magic Quadrant <b>Naresh Singh</b>			

# Exhibit Showcase

Interested in exhibiting?  
Contact us at  
[india.exhibits@gartner.com](mailto:india.exhibits@gartner.com)

## Bring Your Challenges. Find Solutions.

The **Gartner IT Infrastructure, Operations & Cloud Strategies Conference 2019** is designed to expand your vision of what's possible and point the way to technology solutions that solve your challenges and open up new business opportunities. With many Solution Providers covering IT Infrastructure, operations and cloud platforms, user experience and many more, the Exhibit Showcase will have a unique mix of established leaders and emerging newcomers together under one roof, making it easier for you to meet with your technology partners to compare solutions while also exploring innovative ideas with new providers.

### Gain New Perspectives

Leaders at today's top technology Organizations know IT trends and possibilities like no one else. The IOCS Conference lets you tap into that knowledge in a variety of ways, including Solution Provider sessions, hands-on Learning Labs and interactive face-to face consultations. Choose the format that suits you, from 20-minute stage sessions to 45-minute Vendor-User Roundtables. Learn and share with industry practitioners, hear real-world examples and get the immediate take aways you need to enable the digital future: speed, agility and resilience.

### Premier



### Platinum



### Silver



Exhibitor list as of 8 January 2019, and subject to change

# Registration and pricing



## Gartner conferences deliver what you need

In addition to two tracks of the latest Gartner analyst research, keynote speakers and case studies, your Summit registration fee includes complimentary access to these special features:

- **Gartner one-on-one meeting\***
- **Roundtables\***
- **Exhibit Showcase**
- **Workshops\***
- **Networking lunches and receptions**

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Limited to end-user organizations only.

## Group Rate Discount

Maximize learning by participating together in relevant sessions or splitting up to cover more ground, sharing your session take-aways later.

### Complimentary registrations

- 1 for every 3 paid registrations
- 2 for every 5 paid registrations
- 3 for every 7 paid registrations

For more information, email [india.registration@gartner.com](mailto:india.registration@gartner.com) or contact your Gartner account manager.

## Convince your boss

Attending a Gartner event can help spur new ideas, fast track project strategy and advance your professional skills. We've developed a set of materials that will aid in gaining approval from your manager.

For more details visit [gartner.com/in/io](http://gartner.com/in/io)

## Early-bird discount

Save ₹8,500 by  
8 March 2019

**Early-bird price: ₹56,500  
plus applicable taxes**

Standard price: ₹65,000  
plus applicable taxes

Public sector price: ₹52,500  
plus applicable taxes

## 3 ways to register

### Web:

[gartner.com/in/io](http://gartner.com/in/io)

### Email:

[GartnerGlobalEvents@gartner.com](mailto:GartnerGlobalEvents@gartner.com)

### Phone:

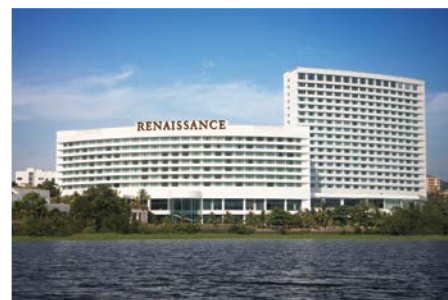
000 800 050 1058 (India Toll Free)

## Gartner conference tickets



We accept one Gartner summit ticket or one Gartner Catalyst ticket for payment. If you are a client with questions about tickets, please contact your sales representative or call 000 800 050 1058 (India Toll Free).

## Summit venue



### Renaissance Mumbai Convention Centre Hotel

2 & 3B, Near Chinmayanand Ashram  
Powai, Mumbai, Maharashtra 400 087  
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