# Agenda at a Glance

## Monday, December 7, 2020

### 11:30 a.m. ET

**Gartner Opening Keynote**

Reinvent Your Digital Foundations to Drive the Resilient Enterprise

*Christopher J. Mixter*  
VP, Advisory, Gartner Research & Advisory

### 12:15 p.m. ET

**SESSIONS**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:15 p.m.</td>
<td>Top 10 Trends Impacting Infrastructure and Operations</td>
<td>Jeffrey Hewitt</td>
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<tr>
<td>1:00 p.m.</td>
<td>Use 8 Simple Steps to Get DevOps Right</td>
<td>Daniel Betts</td>
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<td></td>
<td>Prepare I&amp;O to Enable the Everywhere Enterprise</td>
<td>Roger Williams</td>
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<td></td>
<td>Building an Enterprise Cloud Strategy</td>
<td>Raj Bala</td>
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<td></td>
<td>The Strategic Roadmap for Edge Computing</td>
<td>Bob Gill</td>
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<td></td>
<td>Microservices and Containers: How Do You Monitor What Barely Exists?</td>
<td>Dennis Smith</td>
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<td>Infrastructure as Code: Gateway to Agile Infrastructure Delivery</td>
<td>Hassan Ennaciri</td>
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<td>Containers and Kubernetes 101: Mastering the Fundamentals</td>
<td>Arun Chandrasekaran</td>
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<td></td>
<td>Workshop: Infrastructure as Code: Gateway to Agile Infrastructure Delivery</td>
<td>Hassan Ennaciri</td>
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### 1:00 p.m. ET

**Solution Provider Sessions**

### 1:45 p.m. ET

**SESSIONS**

<table>
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<th>Time</th>
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<tbody>
<tr>
<td>1:45 p.m.</td>
<td>IT Automation Scenario: Conquering the Next Digital Frontier</td>
<td>Chris Saunderson</td>
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<td>Technical Insights: The Road to DevOps</td>
<td>Paul Delory</td>
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<td>Building Trust, Belonging and Psychological Safety to Boost Mental Health in the Workplace</td>
<td>Leah Johnson</td>
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<td>I&amp;O Leader’s Response to COVID-19</td>
<td>Milind Govekar</td>
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<td>How to Manage and Secure a SaaS-Driven Digital Workplace</td>
<td>Chris Silva</td>
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<td>Zeitgeist 2021: What Your Colleagues Are Asking Gartner About I&amp;O</td>
<td>Daniel Bowers</td>
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<td>Ask the Expert: Container Technology</td>
<td>Dennis Smith</td>
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<td>Ask the Expert: Avoid Container and Microservices Mistakes</td>
<td>Jeffrey Hewitt</td>
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<td>Contract Negotiation Clinic</td>
<td>JoAnn Rosenberger</td>
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### 2:15 p.m. ET

**SESSIONS**

<table>
<thead>
<tr>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>2:15 p.m.</td>
<td>Senior Leadership Circle: Discussion for Heads of Infrastructure: From Technology-Centric to Customer-Centric Infrastructure Leadership</td>
<td>Christopher J. Mixter</td>
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### 2:30 p.m. ET

**SESSIONS**

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<td>2:30 p.m.</td>
<td>Top 3 Drivers and Deterrents of Cloud Adoption Among Midsize Enterprises</td>
<td>Mike Ciszek</td>
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<td>Edge Computing in Action</td>
<td>Thomas Bittman</td>
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<td>The Impact of Outpost, Microsoft Azure Stack on the Hybrid Cloud</td>
<td>Jeffrey Hewitt</td>
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<td>Future of IT Monitoring — Observability, AIOps and Business Insights</td>
<td>Federico DeSilva</td>
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<td>Scaling for Digital Success: Tackling the I&amp;O Skills Gap</td>
<td>Ross Winser</td>
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<td>Securing Your Legacy and Technical Debt</td>
<td>Tony Harvey</td>
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<td>Ask the Expert: Best Practices for Moving to the Cloud</td>
<td>Bob Gill</td>
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*The Senior Leadership Circle track sessions are for qualified program registrants.

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**3 ways to register**

- [Web](gartner.com/us/io)
- [Email](GlobalConferences@gartner.com)
- [Phone](1 866 405 2511)

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### Tuesday, December 8, 2020

**Gartner Keynote**  
**Crisis Culture Hacking: How to Keep Your Employees Sane Over the Long Haul**  
Katherine Lord

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<thead>
<tr>
<th>SESSIONS 11:45 a.m. ET</th>
<th>SESSIONS 2:00 p.m. ET</th>
</tr>
</thead>
</table>
| **IT Leader’s Guide to Containers, Kubernetes and Microservices**  
Arun Chandrasekaran  
Building Cloud-Native Networks  
Andrew Lerner | **How to Approach Workload Migration From On-Premises to the Cloud**  
Miguel Borega  
The I&O Leaders’ Guide to Cost Intelligence in 2021  
Duncan Prosser |
| **Improve Operational Agility With These Top 5 Methods**  
George Spafford  
Building an Enterprise Edge Strategy for Data  
Julia Palmer | **Wi-Fi6, Wi-Fi7, 5G and CBRS, What Enterprise Networks Really Need and Why It Is Important, and How It Can Transform Your Organization**  
Mark Margevicius  
The I&O Operating Model: What It Is, Why It Is Important, and How It Can Transform Your Organization  
Mark Margevicius |
| **State of Containers: 2020 Through 2025**  
Dennis Smith  
Success With Automation Drives I&O Success  
Milind Govekar | **Hybrid Management: How to Navigate Through the Fog**  
Dennis Smith  
Tips to Enhance Your IT Disaster Recovery Program  
Jerry Rozeman |
| Contract Negotiation Clinic  
Data Center Hardware Purchases (Servers, Storage, and Networking)  
Daniel Bowers | Contract Negotiation Clinic  
Infrastructure Outsourcing and Cloud IaaS  
David Groombridge |
| **Ask the Expert: How to Build a Cloud Center of Excellence?**  
Miguel Borega  
Ask the Expert: Taking Networks From Fragile to Agile  
Andrew Lerner | |
### Wednesday, December 9, 2020

#### 11:00 a.m. ET

**Guest Keynote** How to Future Magnus Lindkvist, Trendspotter and Futurist

#### 11:45 a.m. ET

**SESSIONS**

| A | Strategies for Consistent Security and Compliance in a Hybrid Multicloud World  
Chirag Dekate |
|---|---|
| B | How to Modernize Your Infrastructure Through SRE, IaC and Immutable Infrastructure  
Chris Saunderson |
| C | Top Executive Lessons Learned on COVID for I&O Leaders  
Christopher J. Mixter |
| D | Secure Your Backup Data Against Ransomware Threats  
Michael Hoeck |
| E | Roundtable Managing Infrastructure Life Cycle Fitness in a Cost-Constrained Environment  
Thomas Bittman |
| F | Contract Negotiation Clinic Six Steps to Strategize Software and SaaS Negotiations to Optimize Costs and Mitigate Risk  
Mike Cisek |
| G | Roundtable A Midsize Perspective on Securing the Remote Workforce  
Paul Furtado |

#### 12:30 p.m. ET

**SESSIONS**

| A | Helping I&O Staff to Navigate New Skills and Career Paths  
Christopher Mixter |
| B | Technical Insights: Public Cloud Governance and Other Cat-Herding Strategies  
Douglas Toombs |
| C | Organization Structures for I&O: Which Approach Is Best for Infrastructure-Led Innovation  
Mark Margevicius |
| D | How to Apply Cloud Governance  
David Wright |
| E | Contract Negotiation Clinic How to Use Three Powerful Financial Models for Vendor Cost Optimization and Negotiation Leverage  
Mike Cisek |
| F | Roundtable Managing Infrastructure Life Cycle Fitness in a Cost-Constrained Environment  
Roger Williams |

#### 1:15 p.m. ET

**Solution Provider Sessions**

#### 2:00 p.m. ET

**SESSIONS**

| A | Enhance Your SRE Success With Chaos Engineering  
Hassan Ennaciri |
| B | Top Trends in Data Protection Strategy  
Santhosh Rao |
| C | Preparing I&O Teams to Succeed with Cloud Infrastructure Cost Optimization  
Ross Winser |
| D | What’s Next for Servers, Storage and Networks  
Daniel Bowers |
| E | Contract Negotiation Clinic How to Use Three Powerful Financial Models for Vendor Cost Optimization and Negotiation Leverage  
Mike Cisek |
| F | Roundtable Practical Ideas for Cost Optimization in Challenging Times  
Kenneth Gonzalez |

#### 2:45 p.m. ET

**SESSIONS**

| A | Technical Insights: The Race for Quantum Supremacy Is On, but the Real Race Is for the Quantum Developer  
Matthew Brisse |
| B | How to Increase Reliability and Resilience With Chaos Engineering Practices  
Hassan Ennaciri |
| C | DevOps Best Practices for Operationalizing Artificial Intelligence  
Arun Chandrasekaran |
| D | Five Ways Your Peers Are Using AI Today  
Josh Chessman |
| E | Don’t Forget Security in Your DevOps Journey!  
Daniel Betts |
| F | Senior Leadership Circle Ask the Expert Best Practices for Monitoring Your IT Environment  
Josh Chessman |

**Ask the Expert**

- How to Successfully Implement Your ITSM Tool  
Mark Cleary
- How to Future  
Magnus Lindkvist
- How to Modernize Your Infrastructure Through SRE, IaC and Immutable Infrastructure  
Chris Saunderson
- Tech Insights: How to Choose What to Automate?  
Bill Holz
- Secure Your Backup Data Against Ransomware Threats  
Michael Hoeck
- Creating an Edge and Cloud Strategy  
Thomas Bittman
- Tips to Optimize Unstructured Data Storage Costs  
Michael Hoeck
- 8 Powerful Tips, Tactics, and Tricks (“TTTs”) to Enhance Your Negotiation Playbook  
JoAnn Rosenberger
- Six Steps to Strategize Software and SaaS Negotiations to Optimize Costs and Mitigate Risk  
Mike Cisek
- A Cost Optimized Hybrid Model for Midsize Enterprises  
Mike Cisek
- A Midsize Perspective on Securing the Remote Workforce  
Paul Furtado
- Software Platforms for Edge Computing  
Thomas Bittman
- How to Apply Cloud Governance  
David Wright
- Senior Leadership Circle Ask the Expert Best Practices for Monitoring Your IT Environment  
Josh Chessman
- How to Future  
Magnus Lindkvist
- How to Modernize Your Infrastructure Through SRE, IaC and Immutable Infrastructure  
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- How to Apply Cloud Governance  
David Wright
- Senior Leadership Circle Ask the Expert Best Practices for Monitoring Your IT Environment  
Josh Chessman

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## Tracks

- **A** Disruptive Technologies
- **B** Agile and DevOps
- **C** Tomorrow’s Infrastructure
- **D** Cloud Migration Strategies
- **E** Edge and Distributed Cloud
- **F** IT Operations in a Hybrid World
- **G** Leadership in the Next Normal
- **H** Infrastructure and Cloud Security
- **I** Senior Leadership Circle* (exclusive sessions)

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### Thursday, December 10, 2020

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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</table>
| 11:00 a.m. ET | **Guest Keynote** Drive Growth and Innovation  
Lisa Bodell, Founder and CEO, FutureThink  |
| 11:45 a.m. ET | **SECTIONS**  
**A** Three Ways to Accelerate Your AI Operationalization Using Cloud Services  
Chirag Dekate  
**B** How Pandemics Impact Cloud Migration Today, Tomorrow and Beyond  
Sid Nag  
**C** Cloud Providers Extending to the Edge  
Thomas Bittman  |
| **F** Streamline Workplace Infrastructure and Support for Increased Remote Work  
Stuart Downes  |
| **Contract Negotiation Clinic** How to Repair a Failing IT Services Deal  
David Groombridge  |
| **SECTIONS**  
**D** Agile Cloud Funding: Aligning Budgets to Costs in the Public Cloud  
David Wright  
**E** The Essentials of Remote Work  
Lisa Pierce  
**G** 10 Steps to Reduce Your IT Operations Monitoring Costs  
Padraig Byrne  |
| **Contract Negotiation Clinic** Negotiating Microsoft Enterprise Agreements  
Marie Sienkowski  |
| **Roundtable** How to Leverage Automated Testing to Accelerate and Improve Application Development  
Joachim Herschmann  |
| 12:30 p.m. ET | **SECTIONS**  
**B** Reinventing Application Delivery While Transforming IT Core  
Philip Dawson  
**C** Cost Optimization: Top Recommendations to Stretch Network Budgets  
Lisa Pierce  
**E** The Art of Taming Data Egress Costs in the Public Cloud  
David Wright  |
| **F** Technical Insights: Disaster Recovery for Public Cloud-Based Workloads  
Brian Adler  |
| **Contract Negotiation Clinic** How to Repair a Failing IT Services Deal  
David Groombridge  |
| **Roundtable** How to Leverage Automated Testing to Accelerate and Improve Application Development  
Joachim Herschmann  |
| 2:00 p.m. ET | **SECTIONS**  
**B** Don’t Let the Cloud Run Your CMDB  
Roger Williams  
**C** Using Public Cloud to Reduce DR Costs  
Nik Simpson  
**D** How to Select the Right Cloud Management Tools  
Dennis Smith  |
| **D** Assuring Office 365 and UC Performance Amidst the Chaos of COVID-19  
Lisa Pierce  |
| **F** Limit the Business Impact of Outbreaks by Improving Infrastructure Resilience  
Henrique Cacci  |
| **Contract Negotiation Clinic** Network Sourcing and Contracting  
Daniele Young  |
| **Roundtable** Optimizing AWS Infrastructure Costs for I&O Leaders  
Ross Winser  |
| 3:00 p.m. ET | **SECTIONS**  
**E** Don’t Let the Cloud Run Your CMDB  
Roger Williams  
**F** Using Public Cloud to Reduce DR Costs  
Nik Simpson  
**G** How to Use Three Powerful Financial Models for Vendor Cost Optimization and Negotiation Leverage  
John Rosenberger  |
| 11:00 a.m. ET | **Roundtable**  
1. Discussing the Impact of Pandemics on Cloud Migration  
2. Preparing for the Future of Remote Work  |

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