Our Top Session Picks for Gartner IT Operations Strategies & Solutions Summit 2017

Day 2 - Tuesday, May 9

Thomas J. Bittman
VP Distinguished Analyst, Gartner

Guest Keynote:
The Journey to the Mix: Private Cloud, Public Cloud and Edge

8:00 AM - 8:45 AM | Orange Ballroom, Lower Level

Kenneth Gonzalez
Research Director, Gartner

When Will AI Replace Your IT Service Desk?

10:15 AM - 11:00 AM | Orange Ballroom E, Lower Level

Hank Marquis
Research Director, Gartner

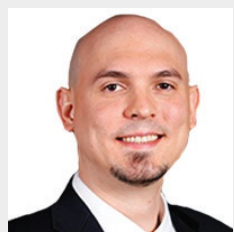**To the Point:** Five Steps Toward Agile Infrastructure and Operations

11:15 AM - 11:45 AM | Orange Ballroom E, Lower Level

Dennis Smith
Research VP, Gartner

To the Point: How to Navigate the Container Orchestration Market

12:00 PM - 12:30 PM | Orange Ballroom E, Lower Level

Rich Doheny
Sr Research Analyst, Gartner

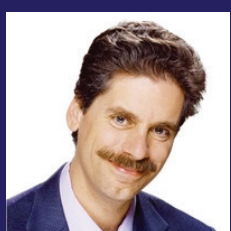**Magic Quadrant:** IT Service Support Management Tools

1:00 PM - 1:20 PM | Solution Showcase Theater, Orlando Ballroom II, Lower Level

Ed Holub
Research VP, Gartner

Roundtable: Organizing Bimodal I&O in the Era of Digital Business

5:15 PM - 6:15 PM | Spring Lake, Lobby Level

Robert Hirschfeld
Cyber Satirist

Guest Keynote: Funny Business

5:20 PM - 6:05 PM | Orange Ballroom, Lower Level

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