

# 2025 Executive Summary

## Thank you, from the Conference Chair

As you navigate fresh challenges and discover new opportunities in an ever-changing world, it is crucial to drive business value and prepare for what's next by enhancing your leadership skills, innovating with technology, and accelerating digital business.

We hope to see you at Gartner IT Symposium/Xpo 2026.

Sincerely,  
Laurie Shotton  
Conference Chair and VP Analyst, Gartner

## Top takeaways

# 1

### Create AI value

Unlock AI's true potential by balancing human and technology readiness. Assess your progress, empower AI agents, and envision bold futures to create lasting business value. Embrace the journey – your leadership will shape how AI transforms tomorrow's world.

**"AI literacy is different. It isn't just knowing how to use a tool – it's learning to 'speak' to AI in all the places it's embedded and to judge the quality of what it creates."**

Galliopi Demetriou,  
VP Analyst,  
Gartner

# 2

### Drive cybersecurity resilience and confidence

Step boldly into the future of cybersecurity, where new benchmarks set the pace and confident leadership inspires trust at every level. Arm yourself with the strategies and playbooks to navigate 2026's evolving landscape, measure the real impact of GenAI risk management, and prepare your organization for the post-quantum era. Turn uncertainty into opportunity and lead the way to a more secure and resilient digital world.

**"Fewer cybersecurity breaches won't earn board trust. Business alignment will."**

Kristin Moyer,  
Distinguished VP Analyst,  
Gartner

# 3

### Transform business with data-powered analytics

Enable your organization to unlock new possibilities for innovation and growth by preparing your data for AI. Embrace and leverage emerging trends in data and analytics to stay ahead and make smarter, more informed decisions. Lead the way into the future by harnessing generative AI to transform how insights drive ongoing business success and strategic advantage.

**"Move from the inexhaustible integration of data to the more meaningful integration of insights, ideas, and ontologies. That's where value accelerates."**

Ehtisham Zaidi,  
VP, Team Manager,  
Gartner

# 4

### Negotiate smarter, secure sourcing

Master the art of strategic sourcing and contract negotiation in an era of rapid change to empower your organization. Proactively address AI risks, eliminate tech purchase regret, and outsmart rising software costs to safeguard your resources. By adopting proven practices and staying alert to global shifts, you'll lead with confidence and unlock lasting success.

**"Require transparency from vendors related to the use of data, data access, and responsible AI."**

DD Mishra,  
VP Analyst,  
Gartner

# 5

### Highlight and optimize the business value of IT

Elevate your IT story by showcasing measurable business impact and strategic cost optimization. Transform IT spending into business-driven decisions that fuel growth. Master cloud economics to unlock greater efficiency, agility, and innovation across your organization.

**"IT demonstrates value when we enable business outcomes, not when we report effort expended, resources consumed, or work done."**

Bryan Hayes,  
Sr Director Analyst,  
Gartner

# 6

### Lead strategic planning boldly toward a new, more autonomous future

Embrace the future by building strategies that thrive beyond digital transformation and disruption. Anchor your IT vision on the pillars of AI, adaptability, and strategic leadership. Guide your organization through M&A and emerging technologies, inspiring progress in a world where business and technology unite.

**"Build your strategy to stay flexible and stand out from the competition by making sure your systems work well together."**

David Furlonger,  
Distinguished VP Analyst,  
Gartner

# 7

### Cultivate continuous learning for AI success

Empower your enterprise by fostering a culture of outcome-driven, continuous learning, and comprehensive AI literacy. Upskill your talent rapidly and embrace skills-based management to build a resilient and highly adaptive workforce. Inspire your teams to master generative AI skills, collaborate effectively, and lead confidently into an evolving future.

**"While learning happens everyday, make it intentional and embedded in the flow of work."**

Apoorva Chhabra,  
Sr Principal Analyst  
Gartner

# 8

### Elevate executive leadership for transformative impact

Step confidently into the evolving world of executive leadership, where CIOs drive transformation and shape the future. Embrace proven tactics and visionary thinking to influence, inspire, and secure your seat at the table. In times of uncertainty, focus on enduring strengths to lead with clarity and

**"There's no better time than now to leverage your reputation, to ask, to open the doors, and move towards an increased scope of leadership."**

Daniel Sanchez Reina,  
VP Analyst,  
Gartner

# 9

### Champion innovation through bold, collaborative leadership

Lead innovation by fostering psychological safety and empowering co-leaders on your AI journey. Transform risk and failure into catalysts for breakthrough ideas, even in change-resistant cultures. Inspire your teams to move beyond complaints and drive meaningful, disruptive innovation that shapes the future.

**"ISRO's journey proves that with the right mindset, constraints can become a launchpad for breakthrough innovation rather than a limitation."**

Gunjita Mundeja,  
Sr Principal Analyst,  
Gartner

## Save the date!



Join us 16 – 18 November 2026 in  
Kochi, India for [Gartner IT  
Symposium/Xpo!](#)