

# 2025 Executive Summary

## Thank you, from the Conference Chair

As the demands of your role continue to evolve, embrace the guidance you uncovered to identify concrete agentic AI use-cases for I&O, emphasizing the need for resilient infrastructure, automation, and governance to navigate this shift; focus on continuous operations by adopting mature techniques from technology leaders to drive relentless innovation and ensure operational stability; develop your roadmap to a new I&O operating model to lead in the next era of I&O.

We hope to see you at Gartner IT Infrastructure, Operations & Cloud Strategies Conference 2026.

Sincerely,  
Chris Saunderson, Conference Chair and VP Analyst, Gartner  
Daniel Betts, Global Conference Chair and VP Analyst, Gartner

## Top takeaways

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### AI requires your I&O organization to rapidly adapt

Whether it is the use cases for AI in your organization, how your teams use AI, or uncertainty about its value, AI is here and needs to be a part of your future. Building a roadmap and communicating with your teams and stakeholders are critical to the successful adoption of AI and the value it can bring.

**"AI agents are poised to be the biggest disruptor of I&O since the introduction of the cloud and smartphones."**

Roger Williams,  
VP Analyst,  
Gartner

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### Unlocking Cloud Value is critical to your success

Your cloud journey continues, but must evolve to accommodate new challenges around resilience, reliability, and value realization. Maturing your cloud roadmap for multicloud, governance and cost optimization is critical to your success with unlocking the value of Cloud.

**"Many organizations fail to leverage the advantages of cloud computing. This is because they have no cloud strategy or think they have one."**

David Smith,  
Distinguished VP Analyst,  
Gartner

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### Bridge the gap between Security and I&O teams

Security is critical for effective I&O, enabling risk mitigation while maintaining agility, innovation, customer value, and cost balance. You must collaborate with your security leaders and compliance peers to defend your organization from threats and exposures by integrating security, recovery, and compliance best practices into daily operations, infrastructure, and platforms.

**"It's not your job to say yes or no. It's your job to keep the boardroom from saying you didn't tell me."**

Paul Furtado,  
VP Analyst,  
Gartner

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### Lead I&O into the future

I&O leaders face challenges in creating an adaptable vision as changing business requirements and rapid technology advancements complicate workforce planning. Designing and implementing a strategy and roadmap are critical to ensuring you have the right people and skills for both current and future needs.

**"You need both an agile and product mindset to get the business to the right destination, faster."**

Daniel Betts,  
VP Analyst,  
Gartner

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### Cost and value optimization is a foundational discipline for I&O

You must optimize operational costs across your edge, cloud, on-premises infrastructure, AI, and SaaS estates, while maximizing business value. Create a competitive environment by exploring all pricing and contract options, tracking financial results, and utilizing sales incentives. Use financial models for leverage, renegotiate when needed, and research vendor structures quarterly to ensure ongoing value delivery.

**"Existing SW/SaaS contracts should be revisited with a set of new AI-enabled eyes."**

Hannah Decker,  
Director Analyst,  
Gartner

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### Building resilient infrastructure is a must

Your infrastructure is the foundation on which you build your IT services. You need to architect with a modern platform approach that delivers a reliable, resilient, secure, and scalable infrastructure for your AI-driven future.

**"Anchor AI infrastructure on high-value use cases, translate goals to technology, and plan capacity with tokenomics."**

Chirag Dekate,  
VP Analyst,  
Gartner

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### Reimagining I&O ways of working is an imperative

Changes in your organization's priorities and operating conditions, along with the relentless pace of technology advancement, mean relentless change for your team. You must equip your team with the skills, practices, and direction they need to be successful.

**"The challenge for I&O leadership is no longer about if AI will reshape the organization, but how to prepare for a future that is both imminent as well as uncertain."**

Joe Antelmi,  
Sr Director Analyst,  
Gartner

## Save the date!



Join us December 8-10, 2026 in Las Vegas, NV for [Gartner IT Infrastructure, Operations & Cloud Strategies Conference!](#)