Gartner IT Infrastructure, Operations & Cloud Strategies Conference

1 – 2 June 2026
Mumbai, India

2026 Executive Summary

Do you feel empowered to deliver today so that you can transform tomorrow? We look forward to working with you as you identify concrete agentic AI use-cases for I&O, drive relentless innovation, ensure operational stability, and 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 2027!



Chris Saunderson,
Conference Chair and VP Analyst, Gartner

Top takeaways

1

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."

Ashish Banerjee,
Sr Principal Analyst, Gartner

2

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 advancements, mean relentless change for your team. You must equip your team with the skills, practices, and direction they need to be successful.

"In 10 years, the skills and knowledge in our organization will bear little resemblance to those we have today."

Mark Margevicius,
VP Analyst, Gartner

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2026 Executive Summary (continued)

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Top takeaways

3 Digital sovereignty requires a proactive, actionable strategy

Enhance operational aspects of current services and infuse AI into existing offerings to realize integrated benefits throughout the enterprise. Develop new, impactful services as AI and multicloud become the primary drivers of IT innovation. Address rising energy demands, digital sovereignty, and governance by adopting hybrid deployments and robust frameworks. Align key stakeholders and continuously optimize for security, cost, and sustainability to recoup investments and stay competitive.

"Through 2030, regulations will continue to evolve differently by country and industry, demanding agile and adaptive CSP and MSP service offerings."

Joe Rogus,
Director Analyst, Gartner

4 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

5 Building resilient and secure infrastructure

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, secure, and scalable infrastructure for your AI-driven future. 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.

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

Ashish Banerjee,
Sr Principal Analyst, Gartner

Save the Date!

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