

# 2026 Executive Summary

## From the Conference Chair

As the demands of your role continue to evolve, embrace guidance to assemble digital workplace technologies, elevate employee experience, and align leadership, skills, and governance for real impact.

We hope to see you at Gartner Digital Workplace Summit 2027.

Sincerely,  
Max Goss  
Conference Chair and Sr Director Analyst, Gartner

## Top Takeaways

- 1 Enable responsible AI adoption through trust and collaboration**

Break down silos by forming cross-functional governance groups that include digital workplace, security, compliance, and legal teams. Balance robust policies and guardrails with clear communication and employee empowerment. Involve employees in vendor selection and ensure technology choices align with their needs. Foster a culture where employees stay in control of AI, building trust and operationalizing responsible innovation across your workplace.

**“When you have put the foundations in place: trust, govern, and empower, then you can start to see what a true AI native workplace could be.”**

Max Goss,  
Sr Director Analyst,  
Gartner
- 2 Evolve your leadership to navigate human & AI interactions**

Assess your workplace maturity, build flexible strategies that respond to uncertainty, and foster a culture of psychological safety where innovation thrives. Embrace the unique strengths of AI-native employees while proactively addressing skill gaps and security risks. By cultivating inclusive collaboration and maintaining a strategic vision, you can drive sustainable innovation and position your organization for future success.

**“You cannot expect people to change behaviors if you are using old measures of success.”**

Dan Wilson,  
VP Analyst,  
Gartner
- 3 Foster AI readiness for real business outcomes**

Accelerate AI adoption by building workforce confidence, practical skills, and a culture open to change. Move beyond one-off training—create ongoing, hands-on learning opportunities and foster cross-functional collaboration. Encourage your employees to experiment, share insights, and apply AI to real business challenges. By doing so, you can overcome resistance, boost engagement, and ensure your digital initiatives deliver measurable value across the enterprise.

**“Employees increasingly see themselves as technology experts. It is time we recognize that.”**

Joe Mariano,  
Sr Director Analyst,  
Gartner
- 4 Unlock seamless productivity by integrating AI tools, devices & agents**

Unify generative AI, next-gen devices, and autonomous agents to streamline content creation, boost productivity, and preempt IT disruptions. Pilot AI-powered search and drafting plug-ins in high-impact units, and evaluate AI-accelerated PCs against your core workflows. Deploy agents to automate root-cause diagnostics for top support tickets. Monitor efficiency gains, device-driven outcomes, and faster resolutions to refine governance and scale these technologies across your enterprise.

**“Executives tell us they succeed with AI when there’s integration with existing workflows, strong sponsorship, the right platform, cross-functional collaboration, and partner support. If you lack two or more of these, your agent ambitions stall.”**

Stuart Downes,  
VP Analyst,  
Gartner
- 5 Unify governance for a secure and innovative digital workplace**

Map every AI tool - both approved and unsanctioned - across your structured and unstructured data stores to eliminate data silos and compliance gaps. Layer in robust information governance policies for classification, retention, and usage, and define clear ownership for each category. Implement a centralized policy engine to standardize access, audit trails, and data handling. This approach bridges governance divides, reduces security risks, and enables you to unlock AI innovation responsibly.

**“We need to think about AI governance both at the organization level and the application or domain level.”**

Max Goss,  
Sr Director Analyst,  
Gartner
- 6 Personalize employee journeys to elevate workplace experience**

Map key employee journeys, define work modes, and embed service-centric IT practices to elevate digital engagement. Identify three high-impact journeys and tailor digital touchpoints for each. Integrate lightweight service management rituals like proactive ticket nudges and accessible self-service portals to minimize friction. Use real-time feedback to continuously refine experiences and expand journey-based work modes that align tools, spaces, and support with how your employees actually work.

**“Most digital friction is invisible to IT because employees adapt instead of escalating. Friction accumulates across devices, apps, workflows, and support, not in silos.”**

Autumn Stanish  
Director Analyst,  
Gartner

Save the date!



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U.K. for [Gartner Digital Workplace Summit!](#)