Build a High-Performing Infrastructure Function

Enhance Digital Workplace Technology Experiences

Create a Technical, Operational & Platform Strategy
Create vision, priorities, goals, roadmaps and communication plan.

Develop Organization, Financial & Operating Models
Develop organization structures and governance and deliver cost and value optimization.

Define, Measure & Drive Success
Define the value of I&O, include goals, metrics and KPIs, and track outcomes against goals.

Attract, Hire, Develop & Retain Talent
Source talent, develop and forward-fill critical skills. Influence culture and foster high levels of employee engagement.

Develop a Digital Workplace Strategy
Build roadmaps that enhance maturity, sustainability and optimize investment.

Deploy & Support Employee Technology
Select, manage and support endpoints and tools throughout their life cycle.

Manage & Optimize a Cloud Environment
Design, manage and optimize secure operations for public cloud and cloud-native environments.

Transform Digital Employee Experience
Enhance employee experience and engagement with digital workplace technologies.

Gartner Priorities Navigator™
for Heads of Infrastructure & IT Operations

Talk with us to learn more about how Gartner uses this framework to guide your success.

Automate for Efficiency, Quality, Speed & Repeatability
Automate operational tasks with secure, sustainable heuristic approaches.

Plan, Procure, Design & Deploy New Platforms
Manage the platform design and procurement life cycle to optimize delivery of hybrid digital infrastructure.

Monitor & Manage to Customer Requirements
Use AIOps and observability to transform monitoring. Ensure service management is focused on meeting business service levels.

Deliver Services That Enable Digital Transformation
Evolve and diversify services to support existing and emerging business needs.

Assess Risk, Prioritize & Reduce Technical Debt
Drive down technical debt by balancing risk, value and business impact.

Transform to a Hybrid Cloud Platform
Drive business agility by adopting modern and adaptive infrastructure platforms.

Increase Platform Resilience, Security & Sustainability
Create effective continuity and recovery plans. Use SRE to ensure the resilience and security of infrastructure.

Track & Intercept New Innovations
Track emerging vendors and technologies, e.g., AI, quantum, edge.

Evolve Service Management & Cloud Operations

Compose Platforms That Adapt to Business Needs

Gartner