

Program Overview 2015

Forrester Leadership Boards are exclusive peer groups for exchanging best and next practices to win in a disruptive marketplace.

- › **Prepare for rapid change.** Our powerful networks help you anticipate the impact that technology change will have on your customers and business.
- › **Increase confidence in your decisions.** Dedicated advisors connect you one on one with peers who share your experience.
- › **Improve your effectiveness.** Exclusive content equips you to improve your programs and results.

The Infrastructure & Operations Council comprises more than 85 senior-level infrastructure and operations (I&O) executives in \$1 billion-plus organizations globally.

Top Member Challenges

Members' challenges drive the I&O Council agenda throughout the year. Popular challenges include:

- › IT infrastructure: How do I consolidate, converge, and optimize infrastructure to drive IT efficiencies?
- › Workforce enablement and mobility: How do I provision virtual, corporate, and consumer technology to improve productivity?
- › Organizational maturity: How do I build a high-performance I&O organization to deliver better infrastructure services to the business?
- › Service management and automation: How do I implement operational best practices, skills, and technologies to deliver business services?
- › Business technology resiliency: How do I improve business continuity with high availability, backup, and disaster recovery capabilities?

HOW THE INFRASTRUCTURE & OPERATIONS COUNCIL CAN HELP

The Infrastructure & Operations Council program overview is created and updated based on the needs of our members and includes a variety of meetings and deliverables. We support our members through:

- › **Facilitated problem-solving with your peers.** As an I&O Council member, you are part of a trusted global community of I&O leaders. Forrester proactively organizes and facilitates ongoing in-person and virtual events as well as one-to-one member exchanges designed to tackle your most pressing challenges.
- › **Exclusive content.** Members benefit from several unique deliverables, including customized maturity models with exclusive data, case studies, and other tools, such as a service catalog template and sample list of services. These deliverables are exclusive to members.
- › **A dedicated advisor for personalized support.** Each member of the I&O Council works with a dedicated advisor who will partner with you to create a plan to address your key objectives and challenges and to ensure that you most effectively utilize your I&O Council resources.

SAMPLE EVENTS CALENDAR 2015

All topics listed below will be virtual events unless indicated as an “In-Person” event.

Q1

January	February	March
20 2015 Kickoff: Research Themes And I&O Council Curriculum Ongoing advisor, peer, and analyst calls	19 Measuring Satisfaction For Technology Services Ongoing advisor, peer, and analyst calls	4 Valuable Use Cases For Client Virtualization Ongoing advisor, peer, and analyst calls

Q2

April	May	June
9 Results And Next Steps From The I&O Council Infrastructure Maturity Model Assessment Ongoing advisor, peer, and analyst calls	13 I&O Transformation: Role Creation And Skill Development 19 Negotiating Microsoft Enterprise Agreements Ongoing advisor, peer, and analyst calls	1 In-Person: I&O Council Member Meeting, Lisbon, Portugal 23 Converged Infrastructure Case Studies Ongoing advisor, peer, and analyst calls

Q3

July	August	September
8 How Mobile Application Management (MAM) Is Affecting The MDM Market Ongoing advisor, peer, and analyst calls	6 Best Practices For Modernizing Aging Infrastructure And Applications For Converged Computing Of The Future Ongoing advisor, peer, and analyst calls	10 Creating An Effective I&O Metrics Scorecard Ongoing advisor, peer, and analyst calls

Q4

October	November	December
TBD I&O Council Member Meeting, North America 22 Case Study: Global Deployment Ongoing advisor, peer, and analyst calls	TBD I&O Council Member Meeting, EMEA 11 Considerations And Best Practices When Leveraging Cloud Solutions To Deliver Effective IT Services Ongoing advisor, peer, and analyst calls	8 Converged Infrastructure Technology Case Studies Ongoing advisor, peer, and analyst calls

*Final titles and dates subject to change prior to distribution of final event invite.

Questions? Contact the Infrastructure & Operations Council relationship team:
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