

## Gartner Predicts the Future of IT Operations

Turn digital disruption into infrastructure-led disruption.

Infrastructure and operations (I&O) leaders have a unique opportunity in deciding what role they will play when digital transformation takes place within the context of technology disruption: Move to the forefront of infrastructure-led disruption or remain custodians of legacy infrastructure.

Infrastructure-led disruption leads to business value

“Infrastructure-led disruption leads to business value,” says Mark Cleary, Senior Director Analyst at Gartner. “The days of risk-averse cultures are being swept away as I&O leaders recognize the value of speed and agility in managing new technology, new ways of working and culture changes.”

Gartner predicts three things that will support infrastructure-led disruption and must be considered by I&O leaders to evolve for the future:

Traditional IT service management (ITSM) will be made redundant

Traditional I&O organizations are facing pressure to adopt agile practices to deliver greater value and better adhere to compliance frameworks. Current ITSM environments will face similar pressure to develop a more adaptable approach to delivering service, challenging the status quo of risk-averse and nondynamic behavior.

The one-size-fits-all philosophy regularly seen with ITSM, where every action is made to fit a fixed set of procedural steps regardless of business need, will no longer be acceptable.

Traditional ITSM teams that do not recognize or support these changes are likely to become redundant. The key is to redesign and optimize ITSM processes to be adaptable for different circumstances and meet key organizational objectives (e.g., improve the time to market, decrease cost of operation, and maintain stability and resilience).

Read more: [Gartner Top 10 Trends Impacting Infrastructure and Operations for 2020](#)

Digital Business

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Hybrid digital infrastructure management (HDIM) emerges

As the realities of hybrid digital infrastructures kick in, the scale and complexity of managing them is becoming a more pressing issue for IT leaders. External services from colocation, cloud providers, edge environments and the Internet of Things (IoT) are being added to the traditional data center infrastructure.

HDIM addresses the key pain points of operational process, skills and tools that come with hybrid infrastructures. At present, the HDIM market is in the very early stages of development, but 20% of enterprises are expected to use HDIM tools to optimize workload placement by 2022.

Business leaders will increasingly rely on AIOps platforms for decision making  
AIOps is gaining relevance within the enterprise to contextualize data coming from multiple sources, but its technology is still emergent.

“Alongside improving I&O maturity and skills, data quality will become a major focus for the enterprise,” says Cleary. “Enable I&O teams to leverage cross-domain data through AIOps, including customer data that can be overlaid with data from other sources, to help identify factors pertinent to the business.”