

IT Playbooks Summit

12 Steps to Improve Your IT Function.
One Day to Apply Them.

DATE Wednesday, May 20, 2026

TIME 11:00 – 5:00 pm EST

FORMAT Virtual – Microsoft Teams

YOU'RE INVITED

Infrastructure & Operations Playbook Summit

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READY TO JOIN? SPOTS ARE LIMITED.

Register for Your Track →

[I&O Playbook Summit Registration](#)

With mounting pressure to deliver results, do you have the **space and structure** to improve how your I&O function operates?

Info-Tech's Infrastructure & Operations Playbook provides that **structure** – 12-step, road-tested system to improve how the I&O function operates.

Reactive
firefighting



A clear way to run I&O
day-to-day

Ineffective core
processes



A system to improve and
scale operations over time

The I&O Playbook Summit provides that space – a one-day virtual session to step back from day-to-day operations and apply the I&O Playbook.

Leave with a clear understanding of your priorities.

Infrastructure & Operations Playbook Summit

FACILITATOR John Annand, *Senior Technical Counselor*

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Apply the [I&O Playbook](#)

In a guided working session – directly to your environment

Work through key steps

With interactive exercises and expert guidance

Validate decisions

Through peer discussion and roundtable scenarios

Leave with clear priorities

And clear next steps to move forward

AGENDA



1 Introductions

30 min

Get to know your peers and share what you hope to get from the Summit.



2 Your Infrastructure & Operations Playbook

60 min

Learn the 12 Secrets to shifting from Fire Fighting to Trusted Partner and Innovator.



3 Step 6. Supplier Management

60 min

Explore the top three Steps and learn how to achieve excellence in each area.

LUNCH BREAK



4 Top Topics Deep Dive

60 min

Explore the top Steps and learn how to achieve excellence in each area.

BREAK



5 Roundtable Discussions

60 min

Share and discover how the playbook can help guide your journey.



6 Join the Infrastructure & Operations Community

60 min

Stay connected with your Summit Community. Next steps and TC follow-up.

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