



Gartner Webinars

Gartner equips leaders like you with indispensable insights, advice, and tools to help you achieve your most pressing objectives

Gartner®

Enhance your webinar experience



**Ask a
Question**



**Download
Attachments**



**Share This
Webinar**



Connect with Gartner

The Gartner 2021 Top Strategic Technology Trends



David Cearley

Distinguished VP Analyst



Top Strategic Technology Trends for 2021



People Centricity

Total Experience

Internet of Behaviors

Privacy-Enhancing
Computation



Location Independence

Anywhere Operations

Cybersecurity Mesh

Distributed Cloud



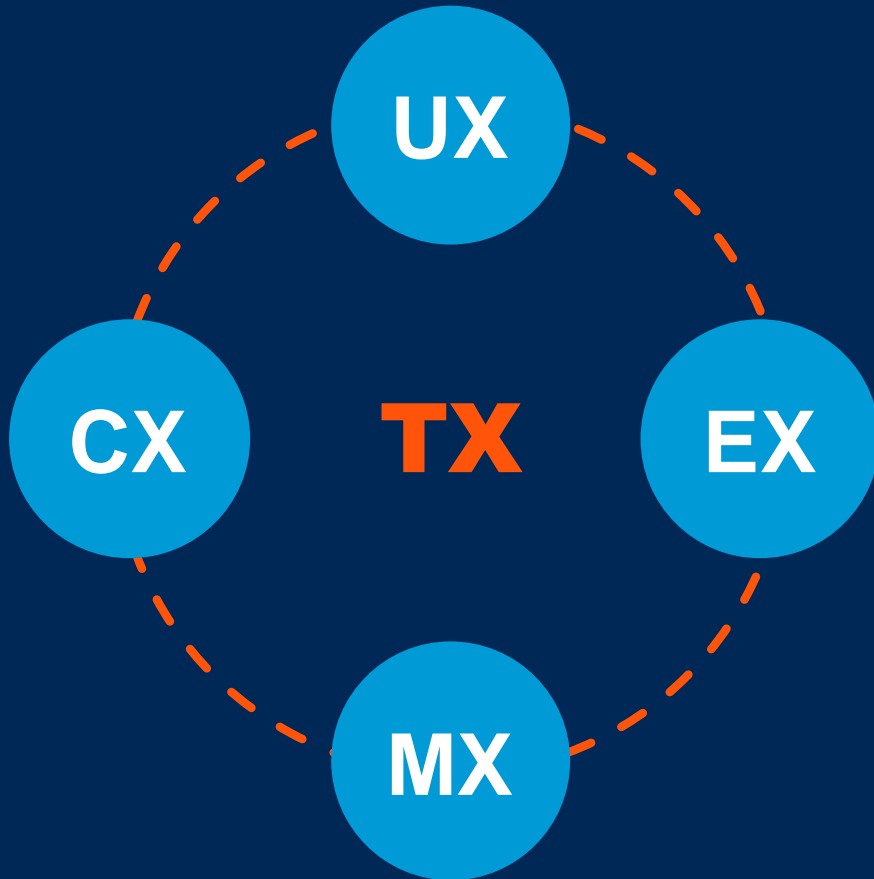
Resilient Delivery

Intelligent Composable
Business

AI Engineering

Hyperautomation

Combinatorial Innovation



 People Centricity

Total Experience

By 2024, organizations providing a total experience will outperform competitors by 25% in satisfaction metrics for both customer and employee experience

Gartner Strategic Planning Assumption

Total Experience

Advocacy

Interaction

Loyalty

Participation


**Customer
Experience**


**Employee
Experience**

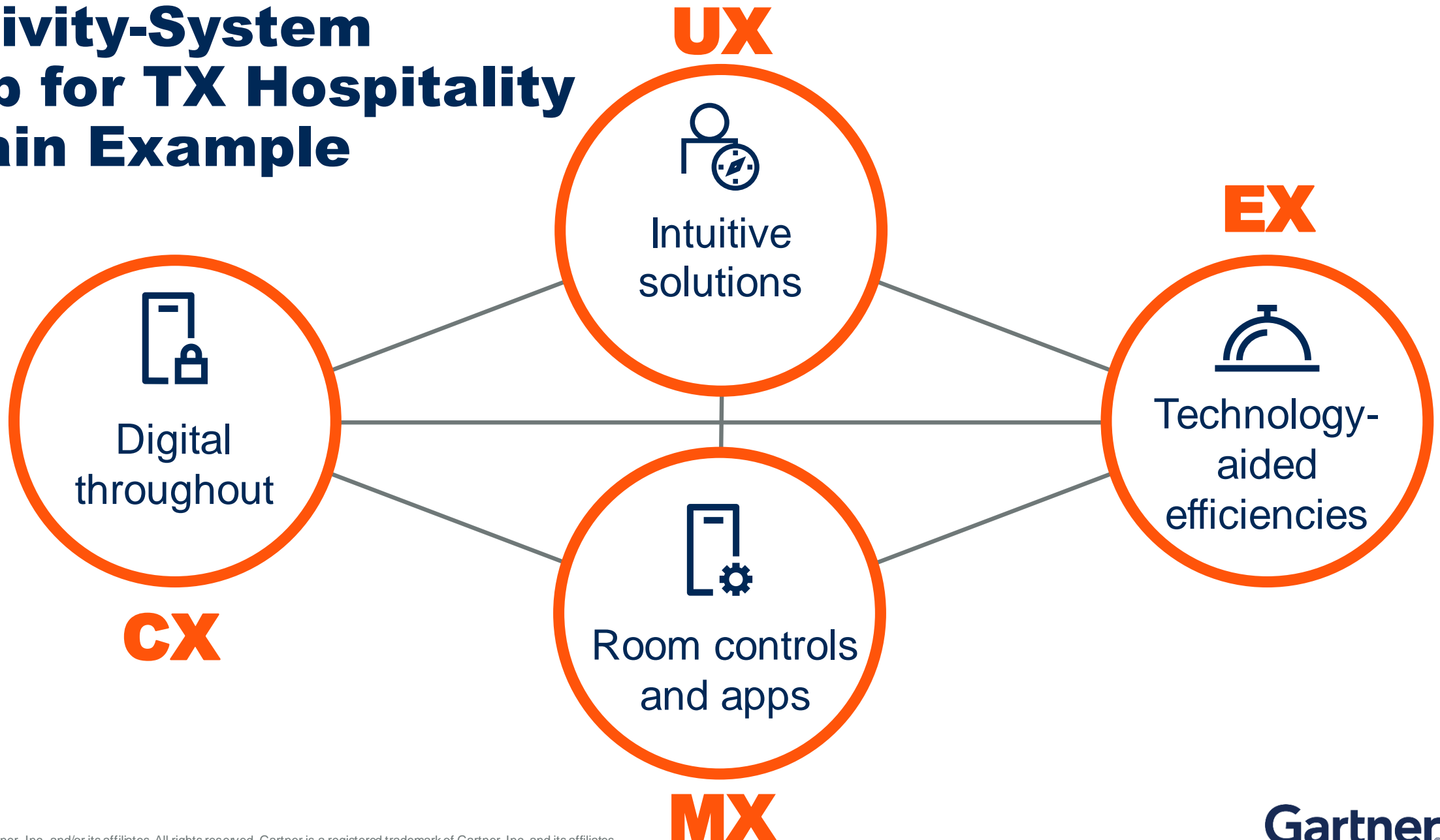


Satisfaction

Engagement

Gartner®

Activity-System Map for TX Hospitality Chain Example





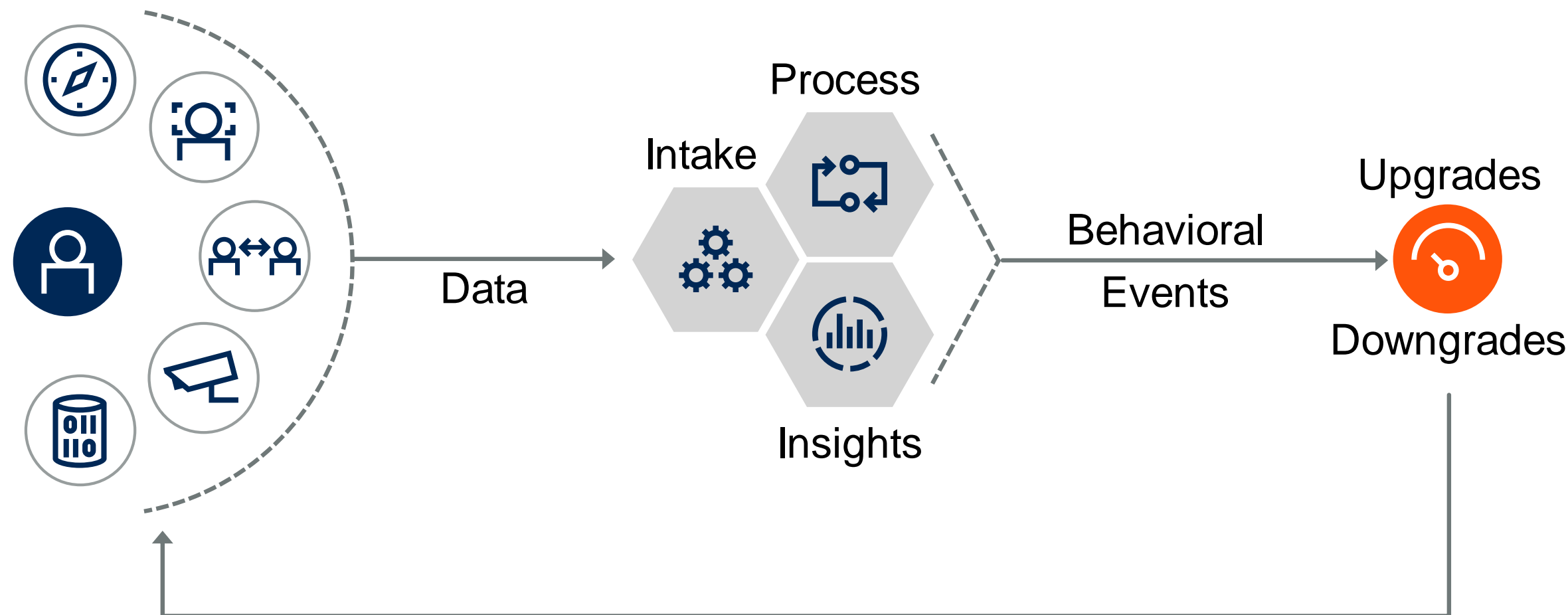
 People Centricity

Internet of Behaviors

By 2025 year-end, over half of the world's population will be subject to at least one loB program (private, commercial or governmental).

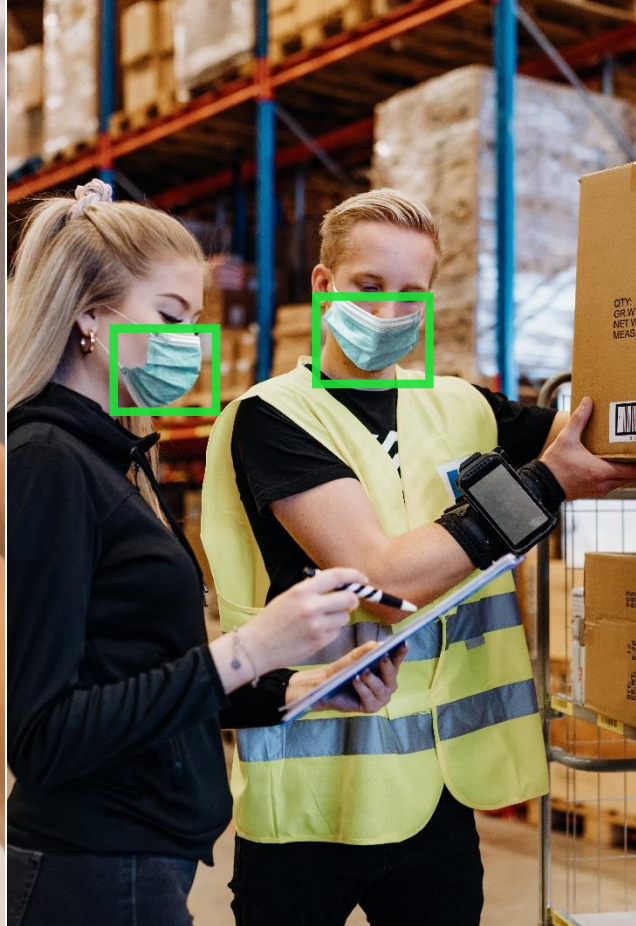
Gartner Strategic Planning Assumption

Behavioral Event Processing





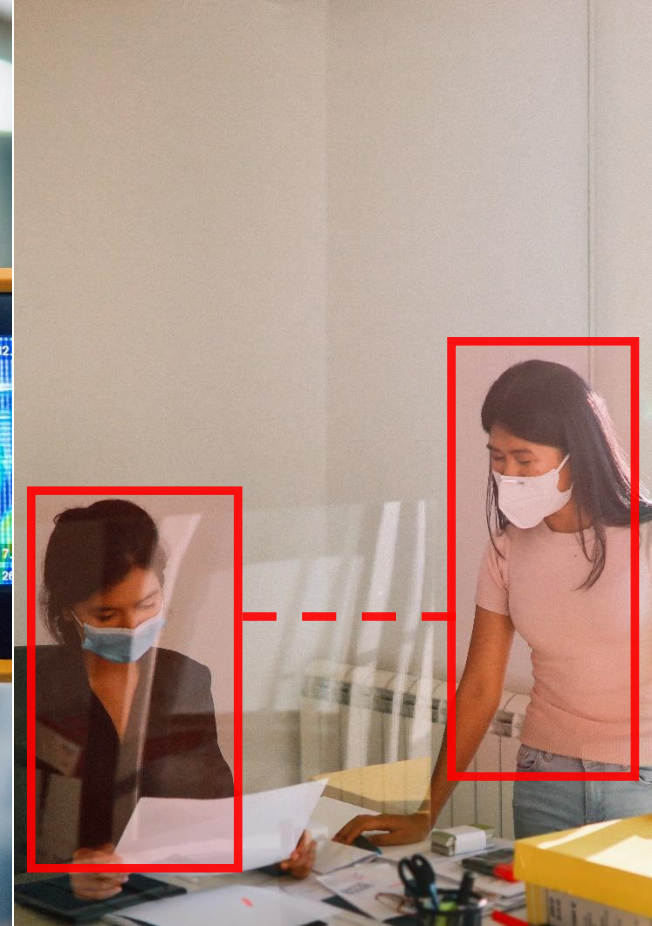
Hand
Hygiene



Mask
Wearing



Temperature
Sensing



Social
Distancing

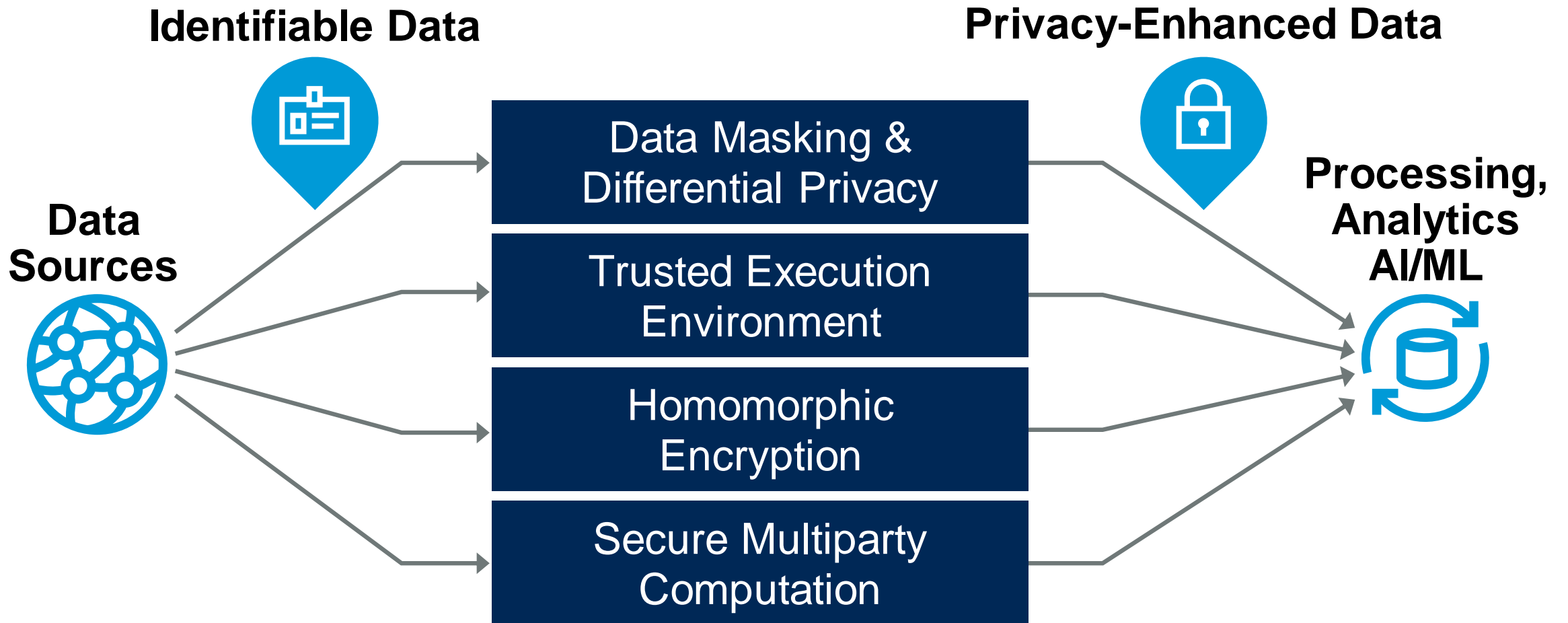


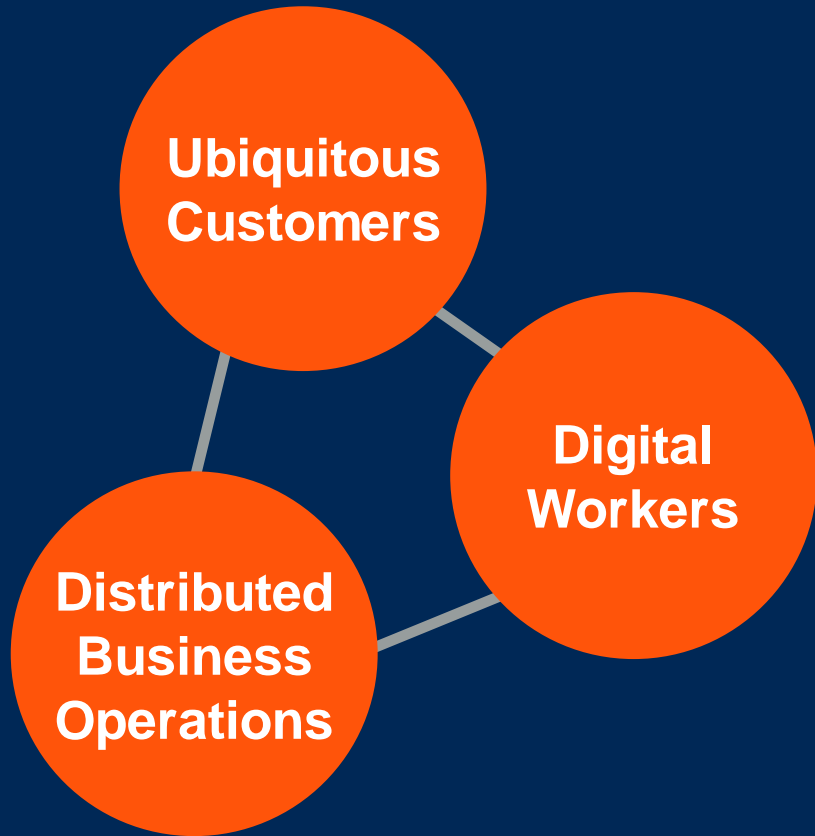
 People Centricity

Privacy-Enhancing Computation

By 2025, 50% of large organizations will adopt privacy-enhancing computation for processing data in untrusted environments and multiparty data analytics use cases

Gartner Strategic Planning Assumption





📍 Location Independence:

Anywhere Operations

Through 2023, 40% of organizations will blend virtual and physical experiences leading to increased workforce productivity and customer reach.

Gartner Strategic Planning Assumption

**Digital first,
remote first**

**Physical spaces
digitally enhanced**

**Distributed
business capabilities**



Anywhere Operations

Distributed Cloud

Cybersecurity Mesh

Total Experience



📍 Location Independence:

Cybersecurity Mesh

By 2025, the cybersecurity mesh will support over half of digital access control requests

Gartner Strategic Planning Assumption

Extending Cybersecurity Controls Everywhere Needed



Policy Orchestration
and Decisions



Policy
Enforcement



Foundational
Security Services



Adaptive
Access

Security
Config

Content
Control

Distributed
Identity Fabric

Extended Detection
and Response



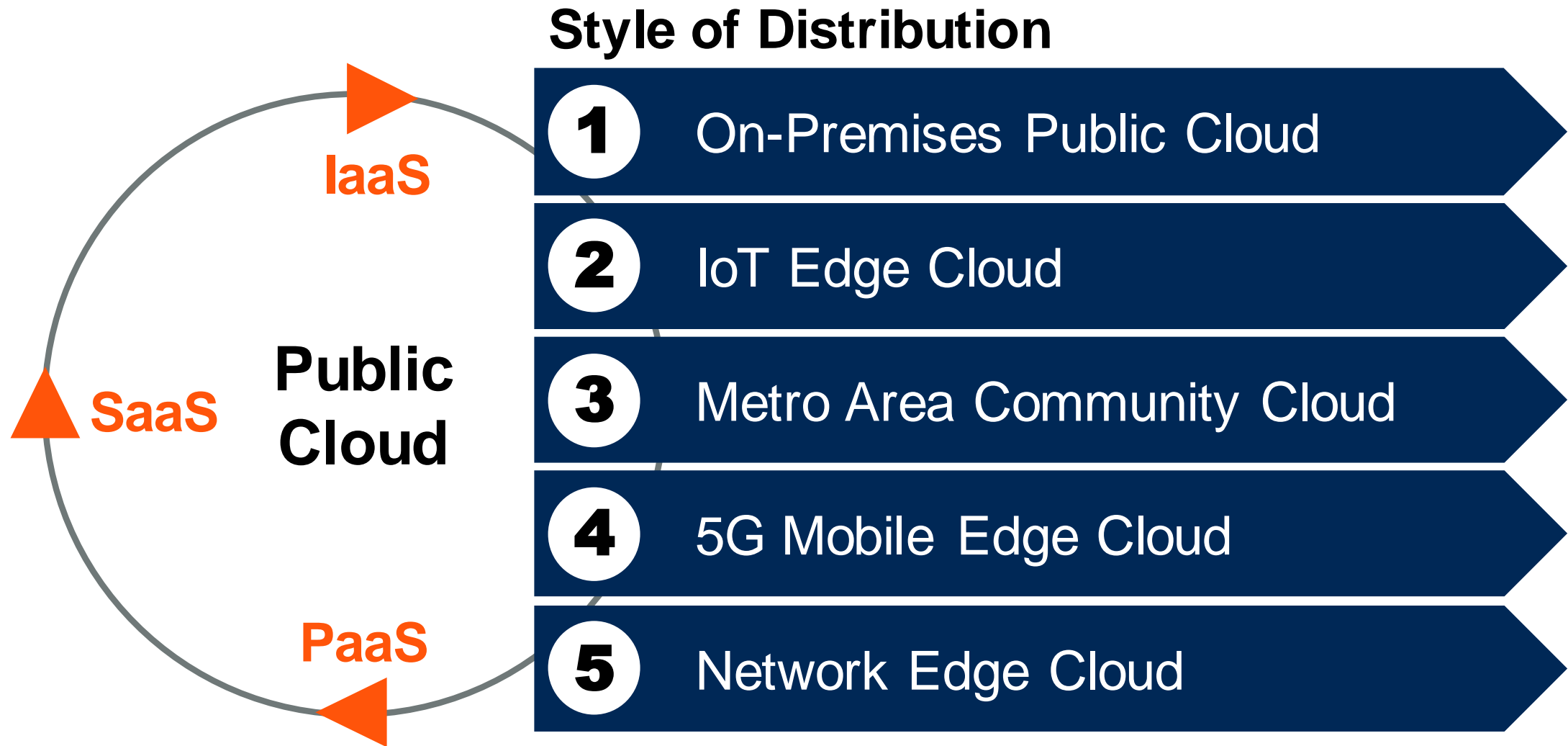
📍 Location Independence:

Distributed Cloud

By 2025, more than 50% of organizations will use a distributed cloud option at the location of their choice, enabling transformational business models.

Gartner Strategic Planning Assumption

The Distributed Cloud Continuum



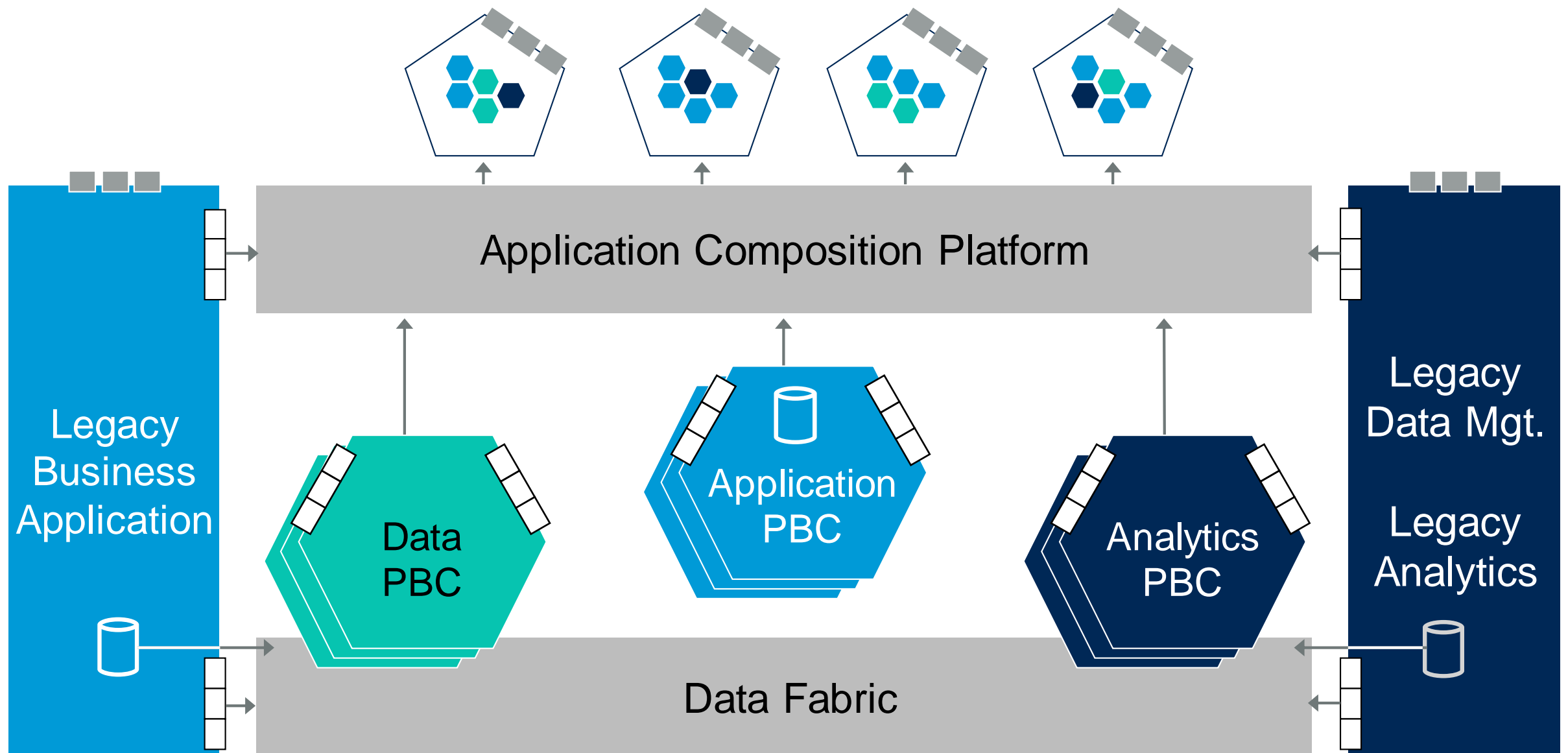


 Resilient Delivery

Intelligent Composable Business

By 2023, organizations that have adopted a composable approach will outpace competition by 80% in the speed of new feature implementation.

Gartner Strategic Planning Assumption



□ □ □ API/Event Interfaces
 ■ ■ ■ User Interface
 🗄️ Internal Data

PBC is an acronym for Packaged Business Capabilities



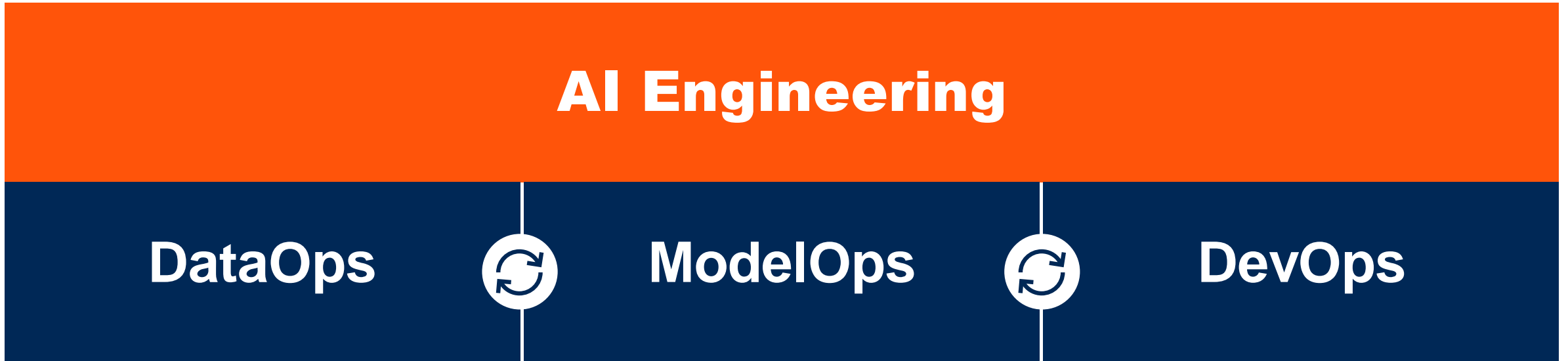
 Resilient Delivery

AI Engineering

Through 2023, at least 50% of IT leaders will struggle to move their AI predictive projects past proof of concept to a production level of maturity.

Gartner Strategic Planning Assumption

AI Engineering — Operationalization at Scale



Security, Governance, Explainability
and Privacy-Preserving Compute



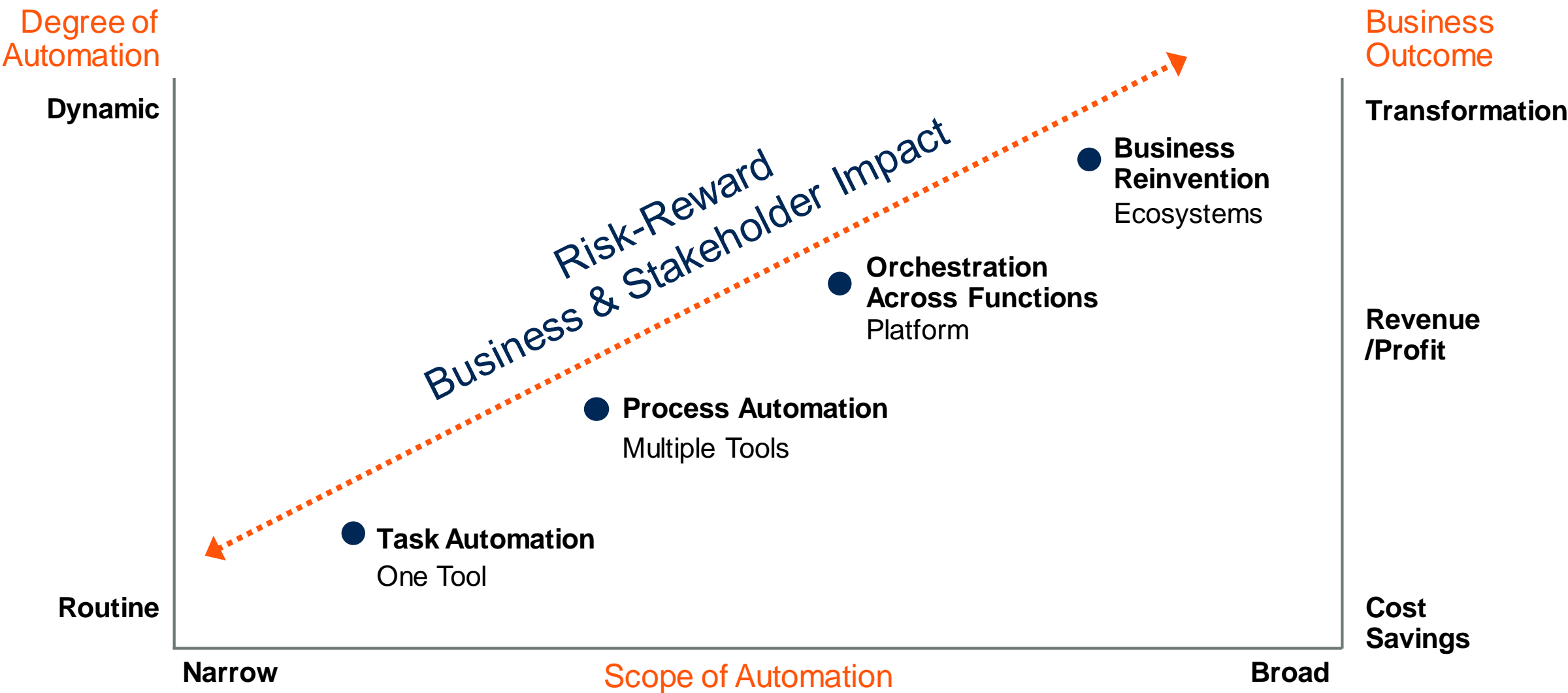
 Resilient Delivery

Hyperautomation

By 2024, organizations will lower operational costs by 30% by combining hyperautomation technologies with redesigned operational processes.

Gartner Strategic Planning Assumption

Gartner's Hyperautomation Spectrum



Top Strategic Technology Trends for 2021



People Centricity

Total Experience

Internet of Behaviors

Privacy-Enhancing
Computation



Location Independence

Anywhere Operations

Cybersecurity Mesh

Distributed Cloud



Resilient Delivery

Intelligent Composable
Business

AI Engineering

Hyperautomation

Combinatorial Innovation

Ask your questions



The screenshot shows a web interface for asking questions. At the top, there is a horizontal navigation bar with four tabs: 'Ask a question', 'Attachments', 'Rate this', and 'Details'. The 'Ask a question' tab is highlighted with an orange border, and an orange arrow points to it from the left. Below the tabs, the heading 'Ask a question' is displayed. Underneath is a large text input area with a placeholder text 'Type your question here...'. At the bottom right of the form, there is a 'Send Question' button, which is also highlighted with an orange border and an orange arrow pointing to it from the left.

Gartner®

2021 Gartner conferences

Access more research-backed
insights to master your role and
transform your business.

View the global Gartner
conference calendar at:
gartner.com/en/conferences



Top Strategic Technology Trends for 2021

Technology trends IT can't afford to ignore.

[Download the Trends](#)



Keep learning



@Gartner_IT



Gartner for IT

Gartner can help you achieve your most critical priorities

Essential insights and advice for every leader across the enterprise.

Contact Us

U.S.: 1 800 213 4848

International: +44 (0) 3331 306 809

Get more Gartner insights



Download the research slides



View upcoming and on-demand Gartner webinars
at gartner.com/itwebinars



Rate this webinar