

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for IT Leadership Team Plus: Team Leader (ITLPLDR)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

Gartner for IT Leadership Team Plus: Team Leader is an expanded version of the Gartner for IT Leaders Advisor offering that enables access to indispensable insights and Gartner analysts related to specific IT roles in a team environment. The Cloud offerings from Gartner include IaaS, SaaS & PaaS.

## Service Benefits

- Avoid costly mistakes
- Better ROI on Cloud Computing investments
- Helps clients reduce their total cost of ownership
- Shift fixed-cost capital investments
- Move to variable-cost operational expenses
- Cloud Computing can cut infrastructure costs
- Cloud Computing can reduce application development times
- Increase flexibility and reduce time to market
- Best Practice and decision Support Content
- Digital executive and team guidance, insights and skills transfer

## Service Features

- Gartner for IT Leaders Research and Role-specific IT Research
- Strategic Business Content for IT Executives
- Role-specific IT Research and IT Initiative Based Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports, Weekly Picks and News Analysis
- IT Podcast Series and Webinars
- Peer Networking and Peer and Practitioner Research
- Individual and Team Inquiry
- IT Summit Conference Ticket

## Invoicing

- The service is provided for one licensed user for a period of 12 months
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice

## Full List of Service Features

- Gartner for IT Leaders Research and related content — Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.
- Role-specific IT Research and IT Initiative Based Research

- Strategic Business Content for IT Executives — Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers
- Peer and Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology
- Key Insight Document Share — Allows the team leader to share, with non-Gartner licensed users, via an online experience, the key insights (e.g., summary, key findings, key figures, recommended reading, etc.) for up to 25 documents. The online experience also includes access to webinars and a selection of complementary Gartner content
- Webinars — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners
- Peer Networking: Peer Community — Access an exclusive, trusted community of IT and business professionals who share unbiased references and opinions on technology products and vendors to help avoid pitfalls and leverage one another's experiences with strategic IT initiatives
- Individual Inquiry — Inquiry sessions of up to 30 minutes with a research advisor which may be scheduled independent of other Team Members and which may also be used to request reviews of business-related documents or contracts, e.g., an IT outsourcing contract of up to twenty (20) pages max per contract, including attachments
- Team Inquiry — The Team Leader must schedule and attend the Team Inquiry sessions which are up to 30 minutes. Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda
- IT Summit Conference Ticket

## Additional Terms & Conditions

- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option
- The Team Leader may, on an occasional and infrequent basis, forward copies of individual research documents, not to exceed twenty-five (25) separate documents per Licensed User per contract year, to specific individuals within the Client organisation, provided that such forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses
- The Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner Research offering are valid only for Gartner Conferences during the contract term of that Research offering. Tickets are transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) employee and may not be used for admission to any Gartner Conference other than Summit

- Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non- Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Team Leader is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the IT Leadership Team (“Team Inquiry”). The Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda
- Depending on travel advisories and/or government orders, at Gartner’s sole discretion, some meetings and events may be held virtually
- Use of the Service is governed by the Gartner Usage Policy and the Gartner Copyright and Quote Policy, which are accessible on the Policies section of [gartner.com](https://gartner.com).