

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Midsize Enterprise Team with Industry: Advisor Member (METIADVM)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

The Gartner for Midsize Enterprise Team with Industry: Advisor Member enables client midsize enterprise team access (i.e., a Team Leader and Team Members) to both strategic and tactical execution-focused IT research and research experts.

## Service Benefits

- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Gartner Analyst interactions
- IT Summit Conference attendance & peer networking interactions
- Exclusive research and content to advance critical cloud priorities
- Digital Executive and team guidance, insights and skills transfer

## Service Features

- Access to Research Experts
- Core IT Research for Midsize Enterprises
- Gartner for Technical Professionals Research
- Industry-specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data, Diagnostic Tools, Templates and Case Studies
- Webinars
- Peer Experiences
- Select Vendor Reports
- IT Summit Conference Ticket

## Invoicing

- This product is only available as a renewal product for existing license holders only
- 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

- Research Expert Inquiry — Inquiry sessions of up to 30 minutes with a research advisor which may be scheduled independent of other Team Members
- 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

- Peer Experiences — Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable rating and reviews, connecting with qualified peers, and access to select community features
- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains
- IT Leaders Toolkits — Research that provides clients with pragmatic advice and decision-making tools they can readily adapt and apply to their daily activities. A Toolkit includes at least one customisable tool (in Microsoft Office format) that can be used by a client to perform a task or activity
- Core IT Research for Midsize Enterprise — Research library based on pre-defined Key Initiatives selected to maximize relevancy to midsize enterprises and corresponding Gartner Core IT Research
- Gartner for Technical Professionals Research — Covers application platforms, collaboration and content management, data center, data management, identity and privacy, network and telecom, and security and risk management
- Industry Research — Research that provides analysis and advice on major issues within the following industry sectors: banking and investment services, energy and utilities, insurance, manufacturing or retail. Industry research is designed to deliver key technology insights to technology leaders, business-focused IT professionals, and business executives
- Diagnostic Tools — Interactive Web-based tools that allow clients to apply Gartner methodologies to their specific situations. Diagnostic Tools deliver a customised set of recommended actions based on the clients' answers to a series of questions
- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools and templates
- IT Summit Conference Ticket — Gartner IT Summit Conference Ticket provides admission to one (1) Gartner IT Summit Conference

## Additional Terms & Conditions

- Purchase of this product is subject to eligibility conditions. Please contact your Gartner Account Team to confirm eligibility
- This product is only available as a renewal product for existing license holders only
- Standard team includes 1 Leader plus 2 to 4 Members. Minimum team configuration consists of 1 Leader plus 1 Advisor Member or 1 Leader plus 2 Base Members. All Team Member licenses must be coterminous with the Leader license
- Pricing is for one industry and all licenses in a Team with Industry must purchase access to the same industry
- Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Leader’s agenda
- The Conference Ticket is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) 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 service are valid only for conferences during the contract term of that service; one (1) Ticket is issued per 12-month (twelve-month) contract term – a shorter contract term does not entitle Client to a Ticket. 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) individual and may not be used for admission to any conference other than an IT Summit

- 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).