# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Member (EPMEM)

2024
Gartner G-Cloud 14 Service Definition

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# Service Description

The Gartner Executive Program Member CIO service provides indispensable insights to the most senior technology executive in the organisation, typically the CIO. It provides the client with an ongoing advisory relationship with Gartner and a thinking Executive Partner (EP) to contextualise Gartner insights on Cloud Services, SaaS, PaaS & IaaS.

# Service Benefits

- Personalised service delivery to the Member by an EP
- Service from former CIOs or equivalents
- Client Success Manager who will develop an individualised program
- CIO guidance, insights and skills transfer
- Custom-made service to deliver value
- Delivery to both the member and their organisation
- Unique insight into the CIO role
- Delivered through Cloud Based Service
- Role-relevant CIO research
- A rich, CIO-specific online experience

# Service Features

- Assigned Service Delivery Team who carry out Value Reviews
- IT Research, IT Initiative Based Research, and Role-specific IT Research
- Access to Subject Matter Expert Analysts
- Gartner IT Symposium/Xpo with Executive Programs VIP Access
- Executive Programs Events
- Peer Networking
- Gartner for IT Leaders Research and Cloud Related Content
- IT Key Metrics Data and Digital Execution Scorecards
- Executive Programs Research on Cloud Services & Technologies
- Peer & Practitioner Research

# Invoicing

- The service is provided to one licensed user for a period of twelve months
- All invoices are payable net 30 days from date of invoice

# Full List of Service Features

- Assigned Service Delivery Team — An Executive Partner with past experience in senior technology executive roles and a Client Success Manager who will serve as the Member's primary points of contact. They will help define and develop individualised strategies based on their priorities and initiatives ("Member Agenda"). The Member may interact on a monthly basis with the Executive Partner and Gartner

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to ensure ongoing engagement and delivery of value. Interactions may include: Strategy Meetings, research advisor interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings

- Virtual Strategy Meetings between the Member and by invitation of the Member, one or more of the Member's peers (typically the CEO, CFO, CxO, and others), and the Executive Partner may be to review and apply Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content, provide advice on issues of relevance to Member and/or to drive the Member Agenda

- Value Reviews — The Executive Partner will periodically conduct Value Reviews with the Member against the Member Agenda

- Access to Research Advisors— Inquiry — Provides access to Gartner research advisors associated with this Service. Participation is limited to the Gartner research advisor and the Member. Inquiry topic may be any area of Gartner-covered Research so long as the purpose is to advance the Member Agenda. Prioritised Scheduling — The Member is entitled to prioritised scheduling for Analyst Inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo

- Conference and Events — Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Executive Programs VIP access. Executive Programs Events — Complimentary, non-transferable invitation to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available

- Peer Networking — Peer Directory — Access to searchable directory of senior technology leaders and CEOs. Online Forums — Access to virtual discussions of common issues among peers on gartner.com, including a private forum exclusive for Executive Programs Members and Leaders. Offline Meet-ups — Access to designated program lounges at Gartner IT Symposium/Xpo. Facilitated Networking — Executive Partner will, upon request, arrange meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise

- Gartner for IT Leaders Research and Related Content — Includes Gartner Core IT and Role specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring research advisors

- IT Research, IT Initiative Based Research, and Role-specific IT Research

- Peer & 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 critical IT domains

- Executive Programs Research and Related Content — Research Reports — Up to 12 (twelve) Reports per year, covering Gartner-selected topics on areas where business and IT intersect (Schedules are approximations and are dependent on the publication schedule of relevant Research). Includes associated tools and teleconferences hosted by Executive Programs Research Report authors to discuss topics of their Research Reports. Business Research and Related Content — Targeted to CIOs, CFOs, and other business executives

- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology

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- Digital Execution Scorecards — The Digital Execution Scorecard provides a comprehensive set of digital strategy benchmarks to accelerate decision making and drive execution.

# Additional Terms & Conditions

- The conference invitation entitles the Licensed User to register for one (1) conference and is valid for 12 (twelve) months from the date of issue. A conference invitation provided as part of a Gartner Research offering is valid only for a conference during the contract term of that Research offering. Invitations are not transferable. A single invitation may not be used by more than one (1) employee of client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo Conference

- 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.

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