

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Enterprise IT Leadership Team: Role Team Member (EITLTROLM)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for Enterprise IT Leadership Team is a membership-based service for CIO direct reports that combines expert coaching with indispensable insights and the real-world experiences of peers. Tailored exclusively to professionals in IT leader roles, this service is based on Leader's individual value plans tied to their key initiatives.

Service Benefits

- Aids the productivity of clients who work in team environments
- Leader can share the Gartner relationship with his/her team
- Team Members can join the Leader in Team Inquiry
- Digital executive and team guidance, insights and skills transfer
- Targeted content based on role, preferences, and key initiatives
- Network with other IT professionals
- Gain objective insights on IT products, services, and initiatives

Service Features

- Core IT Research and Role-specific IT Research
- Gartner for IT Leaders Research and IT Initiative Based Research
- Peer & Practitioner Research and Peer Networking
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports, Weekly Picks and News Analysis
- Team Analyst Inquiry
- Webinars
- IT Podcast Series

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

Full List of Service Features

- Role-specific IT Research — The Role Team Member has unmetered access to a "Role Library," consisting of Gartner Research documents which Gartner has identified as relevant to the specific IT role selected by the Team Member
- 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 IT domains
- Team Research Advisor Inquiry — Includes 30-minute sessions with Gartner Advisors to ask questions based on published research or request reviews of

business-related documents. Team members may lead the discussion or pose questions to the analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader's agenda

- Gartner 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
- My Gartner — A personalised, intelligent homepage that recommends the most relevant research and resources based on the user's key initiatives, activity, role, and profile information
- 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 Gartner experts.
- Role-Specific IT Research and IT Initiative Based Research
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology

Additional Terms & Conditions

- At least three (3) Advisor Team Member or Cross Function Team Member seats must be sold with each Enterprise IT Leadership Team: Team Leader. The maximum number of Members per Team is ten (10)
- Each Role Team Member must select a single Role Library from the set of available roles. Role selection may be changed (i) annually and/or (ii) upon renewal of the contract
- Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to inquiry sessions with an expert and the Team Leader ("Team Inquiry"). For Team Inquiry sessions: (i) the 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. Inquiry call topics are limited to the licensed research deliverables of the Service
- 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.