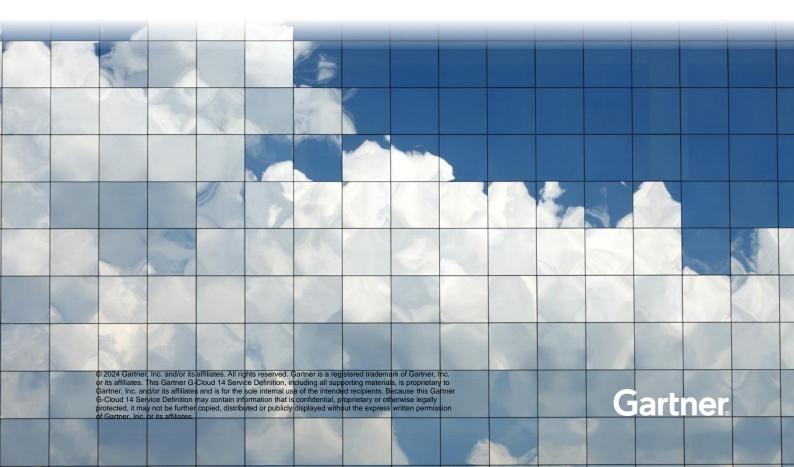# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team Partner Team Member (EPLTPRT)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Executive Programs Leadership Team: Partner Team Member permits the client to identify an individual reporting to the CIO, for professional development as a team member. Provides indispensable insights and specific guidance on best practice for Cloud deployment and strategy.

Service Benefits

- Service Delivery Team; Executive Partner and Client Success Manager
- Digital executive and team guidance, insights and skills transfer
- Serviced response to specific requests for Gartner research and insight
- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Virtual Strategy Meetings, Analyst interactions and local events
- Symposium attendance and peer networking interactions

Service Features

- Assigned Service Delivery Team and Annual Virtual Meeting
- Access to Analysts and Virtual Team Workshop
- Gartner IT Symposium/Xpo and Special Interest Groups
- Peer Community Events and Peer Networking
- Peer and Practitioner Research
- Access to Gartner for IT Leaders Research and Related Content
- Role-specific IT Research and IT Initiative Based Research
- Executive Programs Research and Related Content
- Leadership Development Research and Related Content
- IT Key Metrics Data and Digital Execution Scorecards

Invoicing

- The Executive Programs Leadership Team is composed of two sets of users: The Leader, and Team Members
- 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 will serve as the Leader's primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The Client Success Manager (CSM) will facilitate Inquiry and respond to specific requests for Gartner research and insight. The CSM, an experienced service professional who understands the Client's context and priorities, helps the Client

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understand the entitlements of their Service, and provides personalised, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The CSM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader

- Member Value Plan — Customised service plan created in collaboration with the Partner Team Member at the beginning of the Service and reviewed and revised periodically through the membership life cycle. Elements include Partner Team Member expectations, value criteria, up to three (3) key initiatives, and action plan

- Annual Virtual Strategy Meeting — Partner Team Member will meet with the Leadership Partner for coaching and advice, with focus on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Peer Community

- Virtual Team Workshop — An up to half-day strategy session (jointly determined by the Executive Partner and Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by Leader and Executive Partner from a list of available Executive Programs workshops

- Research Advisor Inquiry for the Partner Team Member — Participation is limited to the Gartner Advisor and the Partner Team Member. The Inquiry topic may be any area of Gartner-covered Research

- Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements

- Special Interest Groups — Topical Web conferences, open only to Licensed Users and their extended teams, on key issues related to peer-selected topics. Licensed Users share strategies and tactics, and experts provide insight and context. At the start of the webinar, Licensed Users are advised that the call is being recorded and may request that the call not be recorded.

- Peer Networking: Peer Directory — Access to searchable directory of senior technology leaders. Online Forums — Access to virtual discussions of common issues among peers on gartner.com. Offline Meet-ups — Access to designated lounges at Gartner IT Symposium/Xpo. Facilitated Networking — Service Delivery Team will, upon request, arrange virtual 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 Gartner Advisors

- Peer and Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates

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

- 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 authors to discuss their Research Reports. Business Research and Related Content — Targeted to CIOs, CFOs, and other business executives

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- Leadership Development — Leadership Development Research and Related Content — Customised professional development content for technology leaders, targeted to Team Members. Leadership Development Coaching — Executive Partner and Partner Team Member create an Individual Development Plan to identify key areas of focus and priorities (the "Plan"). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Member to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Member in the context of the Partner Team Member's professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan

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

- 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 Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of: 1) the Executive Programs Leadership Team: Leader service, and at least 2 Advisor Team Member or Cross Function Team Member seats

- 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 the 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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