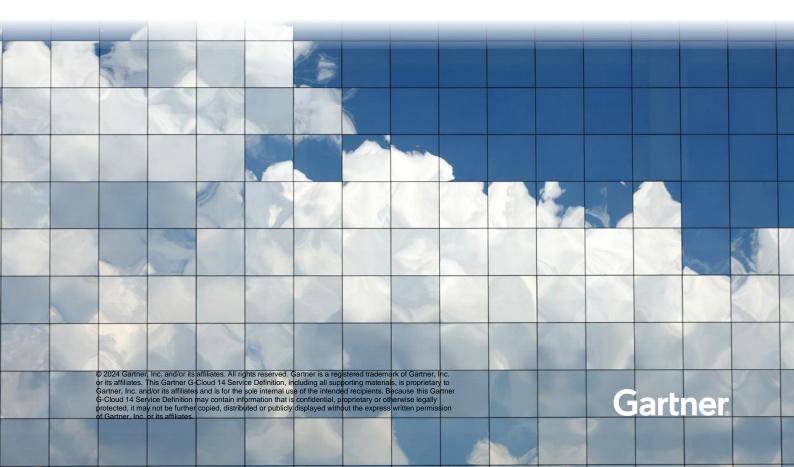# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Industry Advisory Services Leadership Team: Essentials Team Member (IASLTESSM)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Gartner Industry Advisory Services Leadership Team: Essentials Member pairs the technical know-how of Gartner for IT Leaders with indispensable insights including industry-specific research and analysis. The Service provides access to Gartner Research and research advisors related to a specific IT role.

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
- Targeted content based on role, preferences, and key initiatives
- Network with other IT professionals
- Gain objective insights on IT products, services, and initiatives
- Digital executive and team guidance, insights and skills transfer

Service Features

- Industry-specific IT Research and IT Initiative Based Research
- Core IT Research and Role-specific IT Research
- Peer and Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports and Weekly Picks & News Analysis
- Webinars and IT Podcast Series
- Peer Networking
- Team Analyst Inquiry

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

The Deliverables for the Essentials Team Member are set forth below:

- Industry-specific IT Research — Access to Gartner Research related to the specific industry preselected by the Client at time of purchase
- Select *Harvard Business Review* content — Specially selected documents that leverage Harvard business expertise in key industries

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- Core IT Research, IT Initiative Based Research and Role-specific IT Research — Enables clients to access the entire Core Research catalogue (e.g., Magic Quadrants, Vendor Ratings, Hype Cycles) and the additional tools from Gartner's IT Leaders library such as Toolkits (e.g., IT Score, ITBudget), Diagnostic Tools, and IT Key Metrics Data (e.g., IT performance measurement database, IT staffing levels, IT investment levels, key tech cost, performance metrics and trends). This provides clients with a complete set of pragmatic advice and decision-making tools to apply to their daily activities assisting them in applying Gartner methodologies to their specific situations

- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains

- 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

- Templates and Case Studies

- Selected Vendor Reports

- Weekly Picks and News Analysis — Access to additional research, without impact on Document and Reversal Allocations. Weekly Picks are selected by Gartner research advisors (10 per week, with at least one document selected per Gartner for Enterprise IT Leaders role). These documents refresh weekly and are available only during the week they are selected. News Analysis is informed and immediate insight from Gartner on breaking news in IT

- Best Practice and Decision Support Content — Includes peer benchmarks, best practices, case studies, tools, and templates

- Webinars — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners

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

- Team Inquiry — Includes 30-minute sessions with Gartner Analysts 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

- 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

The Essentials Team Member may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and is entitled to access Gartner Research documents from the Research Deliverables above as follows:

- Shared Document Allocation — Shared access to a total document allocation equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team

- Reversals — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term

Additional Terms & Conditions

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- At least three (3) Advisor Team Member or Cross Function Team Member seats must be sold with each Industry Advisory Services Leadership Team: Team Leader. The maximum number of Members per Team is ten (10)

- Participation in Team 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). Specifically, The Essentials Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader's agenda

- 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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