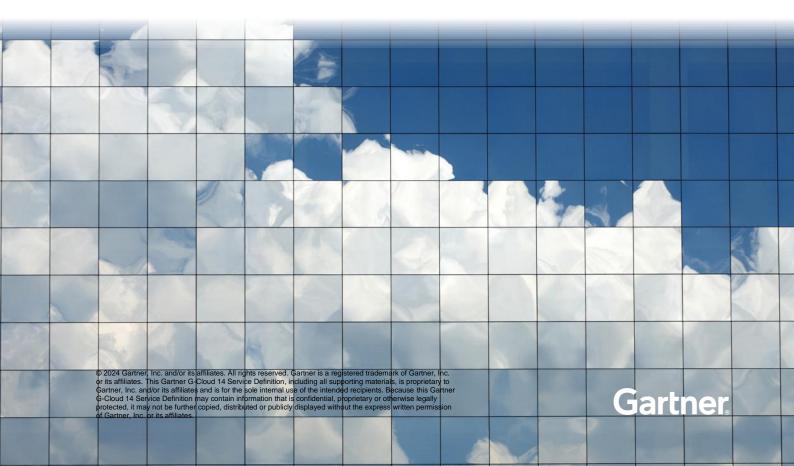# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Global IT Leadership Team Plus with Industry: Team Leader (GGLTLDRI)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for Global IT Leadership Team Plus with Industry: Team Leader is for the most senior functional leader in the information technology organisation under the Global Chief Information Officer or equivalent. The Service provides access to Gartner research and research experts.

Service Benefits

- Assigned service delivery team to maximise service value
- Access to Gartner expert Analysts
- Helps clients shape and achieve their mission-critical priorities
- Confidential, forward-thinking research
- Strategic insights, in-depth meetings and one-on-one discussions
- Collaborative environment
- Tailored insights, 360-degree viewpoints and provocative ideas
- Learn from a unique, global ecosystem of experts
- Digital strategic and team guidance, insights and skills transfer

Service Features

- Service Delivery Team including Program Director
- Access to Research Experts
- Consult the Board Peer Inquiry
- Strategic Business Content for IT Executives
- Peer Experiences
- Gartner IT Summit
- Research Board studies
- Consult the Board Survey and Library
- Gartner for IT Leaders Research
- Industry-specific IT 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 — Program Director: The Program Director and client success manager serve as the Leader's primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives ("Leader Agenda").
- Consult the Board Peer Survey Participation Members may poll a subset of their peer community for answers to relevant questions faced by member organisations.

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- Value Reviews: The Program Director will periodically conduct Value Reviews with the Leader against the Leader Agenda. (c) Team Workshop: An up to half-day annual strategy session on application of Gartner research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants.

- Research Board Research and related content: Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings, and access to the Consult the Board Library

- Gartner for IT Leaders Research: Includes Gartner Core IT and role-specific research.

- Industry-specific IT Research: Access to Gartner research related to the specific industry

- Peer Experiences Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role.

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

- Facilitated Networking: Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.

- Shared Research Folder: Team Members may add documents to a common folder in My Library.

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

- Conferences and Events Attendance at Gartner IT Summit: One (1) complimentary invitation to attend Gartner IT Summit.

- Webinars: Periodic multi-client virtual events (live and/or replays) where Gartner expert(s) present research on a topic and clients participate through Q&A chats/polls. Clients have access to webinars through gartner.com.

Additional Terms & Conditions

- This product is available by invitation only.

- This Service requires the separate purchase of either Gartner for Global IT Leadership Team Plus: Partner Team Member or Gartner for Global IT Leadership Team Plus: Advisor Team Member Service.

- The Gartner IT Summit invitation or "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.

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