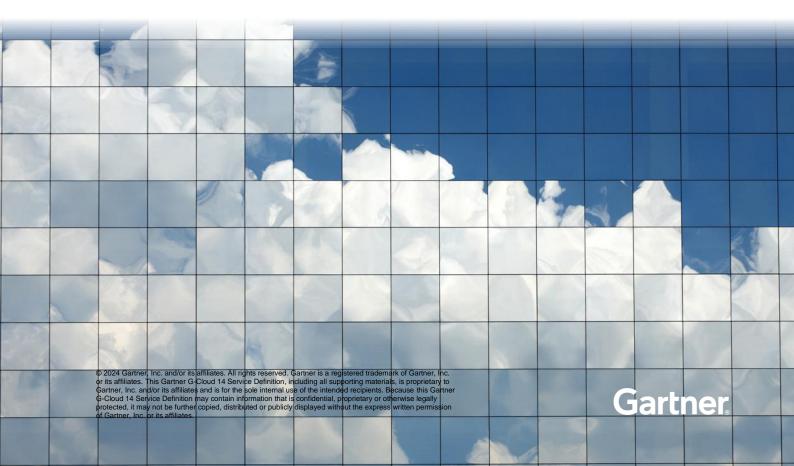# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team with Industry: Role Team Member (EPLTROLEI)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Executive Programs Leadership Team with Industry: Role Team Member permits the client to identify a role team member, typically an individual reporting to the most senior IT executive, usually the CIO. The service provides indispensable insights and specific guidance on best practice for Cloud deployment and strategy.

Service Benefits

- Client Success Manager is the Member's primary point of contact
- The Client Success Manager understands the client's context and priorities
- Digital executive and team guidance, insights and skills transfer
- Provides personalised, proactive, concierge-level service
- Helps the team leverage the most relevant Gartner resources
- Facilitates a coordinated service approach for the team
- Delivered through a Cloud-based service

Service Features

- Assigned Client Success Manager
- Virtual Team Workshop and Access to Gartner Analysts
- Gartner IT Symposium/Xpo and Peer Networking
- Access to Gartner for IT Leaders Research and Related Content
- Peer and Practitioner Research
- Industry-specific IT Research and IT Initiative Based Research
- Executive Programs Research on Cloud Services and Technologies
- Leadership Development Research and Related Content
- Digital Execution Scorecards and IT Key Metrics Data

Invoicing

- The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team with Industry: Leader Service
- 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 Client Success Manager — A Client Success Manager will serve as the Role Team Member's primary point of contact for this Service. The Client Success Manager (CSM), an experienced service professional who understands the client's context and priorities, helps the Client 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

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- Virtual Team Workshop — Participate in a half-day annual strategy session (jointly determined by the Executive Partner and the Team 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 Role Team Member — Role Team Member(s) may participate in Inquiry sessions, including Advisors related to the industry pre-selected by the Client at time of purchase, provided the Inquiry sessions are requested and moderated by the Leader. The Leader must be present on the Inquiry call and manage and lead the Inquiry discussion and questions in order to advance the Leader Agenda

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

- 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 Meetups — Access to designated lounges at Gartner IT Symposium/Xpo

- Access to Gartner for IT Leaders Research and Related Content — Includes Gartner Core IT Research, Role-specific Research, and diagnostic tools, templates, and case studies.

    – Each Role Team Member must select a single "Role Library" from the set of available roles. Role selection may be changed annually and/or upon renewal of the contract

    – The Role Team Member has unmetered access to a Role Library consisting of Gartner Research documents from the Research Deliverables listed above, which Gartner has identified as relevant to the specific IT role selected by the Role Team member; and may open an unmetered number of Weekly Picks, News Analysis, and Webinars

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

- Industry-specific IT Research — Access to Gartner Research related to the specific industry preselected by the Client at time of purchase

- 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

- Leadership Development Research and Related Content — Customised professional development content for technology leaders, targeted to Team Members

- 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

- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option

- 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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