A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Enterprise IT Leadership Team: Team Leader (EITLTLDR)

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
- 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

- Assigned Service Delivery Team and Member Value Plan
- Annual Virtual Strategy Meeting
- Facilitated Peer Networking & Community Events
- Research Advisor Inquiry
- Core IT Research and Role-specific IT Research
- Peer & Practitioner Research and IT Initiative Based Research
- Selected Vendor Reports and Tools and Templates
- Weekly Picks, News Analysis, and IT Key Metrics Data
- Key Insights Document Share and Webinars
- IT Summit Event Ticket

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

- Assigned Service Delivery Team — The Executive Partner and client success manager will serve as the Team Leader's primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner Research and insight

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

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- One (1) Annual Virtual Strategy Meeting — Team Leader will meet with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on collective expertise of Gartner Research and the Member Peer Community

- Facilitated Networking — Team Leader may request meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise

- 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

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

- Research Advisor Inquiry — Includes 30-minute sessions with Gartner analysts to ask questions based on published research or request reviews of business-related documents

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

- IT Summit Conference Ticket

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)

- The Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the client company. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses

- 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 two types of inquiry: (i) inquiry sessions with an expert ("Individual Inquiry"), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team ("Team Inquiry"). For Team Inquiry sessions: (i) the Team 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 Team Leader's agenda

- The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from the date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner Research offering are valid only for Gartner conferences during the contract term of that Research offering. 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) client employee and may not be used for admission to any Gartner conference other than IT Summit

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- 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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