

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Strategic Advisory Services: Internal Advisory Session (SASEUP)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

Strategic Advisory Services: Internal Advisory Session enables client that purchases or maintains a license for one or more Gartner continuous services to directly engage a Gartner research expert for knowledge-based advisory or evaluation purposes at a Client-selected site.

## Service Benefits

- Combines expert coaching with pragmatic Gartner research
- Tailored exclusively to professionals in IT leader roles
- Supports business success, personal knowledge, and productivity
- Tied to key Cloud initiatives

## Service Features

- Onsite research expert visit
- Contextualisation of research materials to align with client objectives
- A strategy session or interactive review
- Project review of a vendor selection process
- Participation by research expert in Client's internal workshops.

## Invoicing

- The service is provided to one licensed user for a period of twelve months
- Pricing is for delivery by in-region analyst. Engaging Analyst outside of Region requires additional SAS day
- All invoices are payable net 30 days from date of invoice

## Full List of Service Features

- Service deliverables may include any of the following: (i) a 30-minute (thirty-minute) phone call between research expert and Client to agree upon content, and (ii) one (1) onsite research expert visit ("Session") at a client-selected site for interaction between research expert and Client employees including, but not limited to, the following: (i) a presentation on Client-selected topic chosen from pre-existing Gartner research, which may include contextualisation of research materials to align with client objectives, as defined by, and agreed to, by the research expert; (ii) a strategy session or interactive review including, but not limited to: Client's strategy or plan for functional areas covered by Gartner; or a project review of a vendor selection process; and (iii) participation by research expert in Client's internal workshops
- The following applies to the use of Magic Quadrant or Critical Capabilities-related information that can be discussed or shared during the Session
  - Only the Client who is featured in a given published Magic Quadrant or Critical Capabilities may be discussed in detail during the Session
  - The research expert can do the following:

- Summarise Client's own position in a published Magic Quadrant or Critical Capabilities and talk about specific capabilities that informed the Magic Quadrant Strengths and Cautions analysis
  - Share generalised statements about groups of providers featured in the Magic Quadrant or Critical Capabilities research in relation to the Client. For example, characteristics associated with the providers in the Leaders quadrant, and guidance on provider's capabilities that led to higher scores may be discussed
  - Talk about publicly known capabilities that a provider may have
- The research expert cannot do the following:
- Share specific, identifiable, and non-public details on other vendors featured in the Magic Quadrant or Critical Capabilities research, e.g., their scores or strategy roadmap
  - Discuss or present forward looking or future-oriented Magic Quadrant or Critical Capabilities guidance or statements. For example, detail on what changes may be made to definitions and/or criteria are not included
  - Discuss specific actions Client can take to impact analysis in upcoming Magic Quadrants or Critical Capabilities or suggest or imply that specific actions taken by Client will lead to an improved position in the Magic Quadrant or Critical Capabilities

Please note: The only instance in which research expert shall discuss an in-progress Magic Quadrant with Client is within the standard research process and schedule outlined in the welcome packet sent to included providers.

## Additional Terms & Conditions

- Specific dates and details of the Session(s) will be arranged between Client and the Session scheduler (the "Scheduler") at the time each Session is scheduled. Gartner will send Client a confirmation email prior to each Session. Gartner cannot guarantee that a specific research expert or date will be available. Client must make its scheduling preferences known to Gartner at least eight (8) weeks in advance of Client's preferred Session dates in order to improve the likelihood of desired research expert participation. If, for any reason, the scheduled research expert becomes unavailable, Gartner will either provide another qualified research expert or work with Client to reschedule the Session. If, for any reason, the Client cancels the originally scheduled date after such date has been confirmed by Gartner, the Client shall reimburse Gartner for any expenses incurred by Gartner in connection with the original date (for example, change fees for airline travel). If the cancellation occurs less than seven (7) business days before the confirmed, scheduled date, Client will pay Gartner an additional rescheduling fee of 15% (fifteen percent) of the cost of the individual engagement.
- All Sessions must occur within 12 (twelve) months of the start date set forth in the relevant Service Agreement or fees paid will be forfeited
- Gartner research expert will not participate in formal, scheduled individual meetings with Client employees, prospects or invited guests. Sessions are confidential and for use/attendance by Client employees only
- Presentations may be distributed electronically to attendees at the time of the Session. No further distribution of Gartner content is permitted. Recording of Sessions is expressly prohibited
- Depending on travel availability and restrictions, at Gartner's sole discretion, some meetings 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](https://gartner.com).