

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Research Board Global I&O Executive: Global Team Leader (GGIOTL)

2024

Gartner G-Cloud 14 Service Definition

Service Description

Gartner for Global I&O Executive: Global Team Leader, is for the senior most infrastructure and IT operations leader in the client company, typically the head of infrastructure & operations (“I&O”). 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

Service Features

- Service Delivery Team including Program Director
- Access to Research Experts
- Peer Experiences
- Consult the Board Peer Inquiry
- Gartner IT Summit with VIP Access
- Research Board Meetings and Studies
- I&O Role-based Content and Tools
- Consult the Board Survey and Library
- Gartner for IT Leaders Research
- Executive Programs Research and related content

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: A Program Director is responsible for the Gartner relationship with Client and leads recurring consultations to provide timely and relevant information. The Program Director serves as the License User’s primary point of contact for this Service and maintains the relationship through delivery of the Service. The Program Director and Licensed User work in partnership to enable Licensed User to access Gartner resources to develop and refine strategies upon which Client may execute to achieve top-level priorities and drive change within their organization.

The License User may interact with the Program Director and Gartner monthly to ensure ongoing engagement and delivery of value. Interactions may include consultations; research expert interactions; local events; Gartner IT Summit Conference attendance; and peer networking interactions, including Research Board teleconferences and/or meetings and Consult the Board surveys. The Program Director is available to review and provide feedback as a confidant, sounding board and strategist for presentations to License User's executive team or board members.

- Up to three (3) Research Board Meetings per year: A non-transferable invitation to attend Research Board Meetings. Participation in Board Meetings or other peer forum type gatherings shall comply in all respects with the Antitrust Guidelines provided at the outset of such meetings. License User materials and conversations are confidential and may not be shared outside of the organization.
- Three (3) Research Board Studies per year: Members may share Research Board Studies, surveys, and analysis internally with members of the client company. This may not occur on a routine basis, or by means of posting on Client's corporate intranet, or in any other manner that has the intent or effect of avoiding the purchase of additional user licenses from Gartner. All materials and conversations are confidential and may not be shared outside of the client company.
- Consult the Board Survey: Licensed User may poll a subset of their peer community for answers to relevant questions faced by member organizations.
- Consult the Board Library: Licensed User has access to all inquiries and responses collected as part of the peer decision support process.
- Gartner for IT Leaders Research: Includes Gartner Core IT and role-specific research.
- I&O Role-based Content and Tools
- Strategic Business Content: Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- 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: Executive Partner 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 with VIP Access: One (1) complimentary invitation to attend Gartner IT Summit, including standard Summit entitlements and select exclusive interactions through VIP access, as further referenced below.
- 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.
- Standard team includes 1 Leader plus 1 to 10 Members. All Team Member licenses must be coterminous with the Leader license.
- 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.