A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team Plus with Industry: Advisor Team Leader (EPLPADLI)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Executive Programs Leadership Team Plus with Industry: Advisor Team Leader permits the client to identify an individual reporting to the CIO, for professional development and to serve as proxy for the leader. The service provides indispensable insights and specific guidance on best practice for cloud deployment and strategy.

Service Benefits

- Client Success Manager will serve as primary point of contact
- The Client Success Manager understands the client's context and priorities
- Provides personalised, proactive, concierge-level service
- Helps the team leverage the most relevant Gartner resources
- Facilitates a coordinated service approach for the team
- Best Practice and Decision Support Content

Service Features

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

Invoicing

- The Service is part of Executive Programs Leadership Team Plus with Industry and requires the separate purchase of Executive Programs Leadership Team Plus with Industry: Leader
- 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 Advisor Team Leader'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 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

- Expert Interactions — Access to Gartner experts associated with the Service. Inquiry call participation is limited to the expert, the Team Leader, and Team Members (i.e., non-Users, either inside or outside the Client company, may not attend or otherwise participate on an inquiry call). Licensed User can schedule individual sessions with an expert and team sessions. Team sessions must be requested and moderated by the Licensed User, who must be present on calls and lead discussions and questions to advance the Team agenda

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

- Select 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, and access to select community features

- 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

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

- Gartner for IT Leaders Research and Related Content — Includes Gartner Core IT and Role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner Analysts

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

- Strategic Business Content for IT Executives — 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

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

- IT Initiative Based Research and Role-specific IT Research

- 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 the technology leaders, targeted to Team Members

- IT Podcast Series — A subscription-based podcast series featuring Gartner 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

- The 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 not transferable within the client company and 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 Gartner IT Symposium/Xpo Conference.

- 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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