

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for IT Leadership Team: Team Leader (ITLTLDR)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

Gartner for IT Leadership Team: Team Leader is an expanded version of the Gartner for IT Leaders Advisor offering that enables access to indispensable insights and Gartner analysts related to specific IT roles in a team environment. The Cloud offerings from Gartner include IaaS, SaaS & PaaS.

## Service Benefits

- Helps clients separate the hope from the hype
- Avoid costly mistakes
- Better ROI on Cloud Computing investments
- Helps clients reduce their total cost of ownership
- Shift fixed-cost capital investments
- Move to variable-cost operational expenses
- Cloud Computing can cut infrastructure costs
- Cloud Computing can reduce application development times
- Increase flexibility and reduce time to market
- Digital executive and team guidance, insights and skills transfer

## Service Features

- Gartner for IT Leaders Research and Role-Specific IT Research
- IT Initiative Based Research
- Diagnostic Tools, Templates, and Case Studies
- IT Key Metrics Data and Selected Vendor Reports
- Weekly Picks and News Analysis
- Key Insights Document Share
- IT Podcast Series and Webinars with Gartner Analysts
- Peer Networking and Peer and Practitioner Research
- Individual and Team Analyst Inquiry
- IT Summit Conference 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

- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research, plus IT Initiative based Research)
- Peer and 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
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Key Insights Document Share
- Webinars with Gartner Analysts
- Peer Networking: Gartner Peer Community — Access an exclusive, trusted community of IT and business professionals who share unbiased references and opinions on technology products and vendors to help avoid pitfalls and leverage one another's experiences with strategic IT initiatives
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology
- Individual Analyst Inquiry — Includes 30-minute sessions with Gartner analysts to ask questions based on published research or request reviews of business-related documents
- Team Analyst Inquiry — Includes 30-minute sessions with Gartner Analysts 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 — 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
- My Gartner — A personalised, intelligent homepage that recommends the most relevant research and resources based on the user's key initiatives, activity, role, and profile information

## 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
- 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

- 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](https://gartner.com).