A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Enterprise IT Leadership Team: Advisor Team Member (EITLTAM)

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

- Core IT Research and Role-specific IT Research
- IT Research and IT Initiative Based Research
- Peer & Practitioner Research and Peer Networking
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports, Weekly Picks and News Analysis
- Analyst Inquiry
- IT Summit Conference Ticket
- Webinars
- IT Podcast Series

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

Full List of Service Features

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

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- 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.

- 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.

- 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 experts.

- Role-specific IT Research and IT Initiative Based Research

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)

- 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

- 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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