

A Gartner G-Cloud 14 Service Definition for Cloud Research — Gartner for R&D Leaders: Team Leader (GRDLTL)

2024

Gartner G-Cloud 14 Service Definition

Service Description

Gartner for R&D Leaders Team: Leader is designed for senior research and development leaders, typically the head of Research & Development, and their leadership team. The Service provides an ongoing advisory relationship with Gartner and access to research covering the R&D space and specific roles in a team environment.

Service Benefits

- Integrated research and tools library
- Insights to understand and solve challenges facing R&D professionals
- Effective resource allocation, issues diagnosis, and best practice insights
- Network with other R&D professionals
- Targeted content based on role, preferences, and key initiatives
- Provides relevant content, data, and access
- Best practice and decision support content
- Live and virtual events with peers
- Unlimited, on-demand advisory and research advisor support

Service Features

- Peer & Practitioner Research
- Industry IT Research
- Industry IT Research
- Peer Benchmarks
- Decision & Diagnostic Tools
- Virtual Meetings
- Individual and Team Inquiry
- Peer Community
- Gartner BuySmart™

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

- Industry IT Research — Research covering digital trends specific to financial services, energy & utilities, healthcare & life science, manufacturing, public sector, and retail sectors
- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools and templates on topics relevant to research & development professionals

- Emerging Technology Research — Reports that build on the relevant Hype Cycle and provide more in-depth coverage of technologies in the IT space that will impact clients. The purpose of this research is to educate the reader on the market impact of the emerging technology
- Peer Benchmarks — Relevant, quantitative data and analysis to help allocate resources and target areas with the highest impact
- Decision & Diagnostic Tools — Customised, actionable views of the most important performance metrics in the function
- Virtual Meetings — Virtual meetings on research and best practices. Invitations to some meetings may only be extended to senior R&D executives
- Individual Inquiry — Inquiry sessions of up to 30 minutes with a Research Expert which may be scheduled independent of other team members, and which also may be used to request reviews of business-related documents or contracts of up to 20 pages, including attachments
- Team Analyst Inquiry — Team Members are entitled to inquiry sessions with a Gartner research advisor and the Leadership Team
- Peer Community — Provides access to (virtual) facilitated discussions with peers; participation limited to executives with similar job roles
- Gartner BuySmart™ — Gartner BuySmart™ helps clients select and craft a fair deal (e.g., determine what they need, pick the right provider, align deal structure with needs, and negotiate contracts to optimise spend and reduce complexity) through inquiries and document / proposal reviews by reducing costs and avoiding common pitfalls using the most recent insights on technology spend management, contracting practices, and longterm risk mitigation. Coverage is limited to select R&D-related technology where we have sufficient coverage (e.g. PPM)

Additional Terms & Conditions

- Each Team must consist of one (1) Leader and three (3) Team Members. Teams of one (1) Leader and one (1) Advisor Member are acceptable. All Team Member licenses must be coterminous with the Leader license
- Licensed Users may deploy Functional Diagnostics to both licensed and non-licensed users within the Client company
- Team Leader may forward to others in the client company up to 25 (twenty-five) Gartner Research documents per contract year. 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 Licensed User(s) and Gartner expert(s) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of Team Members; and (ii) inquiry sessions with an expert and the team (“Team Inquiry”). For Team Inquiry sessions: (i) 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 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.