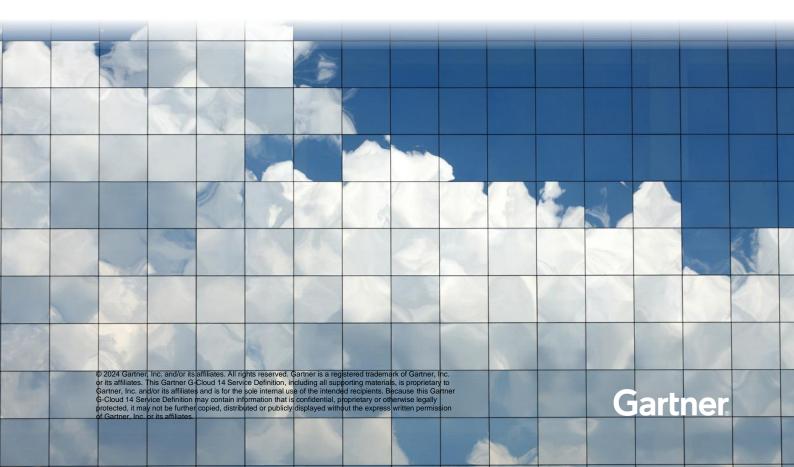# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Global IT Leadership Team Plus with Industry: Advisor Team Member (GGLTADVI)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for Global IT Leadership Team Plus with Industry: Advisor Team Member enables client access to Gartner resources in a team environment. 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 Client Success Manager
- Access to Research Experts
- Peer Experiences
- Gartner IT Summit
- Research Board Research and related content
- Gartner for IT Leaders Research
- Consult the Board Library
- Industry-specific IT Research

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 — Client Success Manager. The client success manager is an experienced service professional who understands the Licensed user's context and priorities, helps them understand their entitlements and leverage the most relevant Gartner resources.
- Research Board Research and related content: Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings.
- Consult the Board Library: Licensed User has access to all inquiries and responses collected as part of the peer decision support process.
- 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

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be used to request reviews of business-related documents or contracts of up to 20 pages, including attachments

- Team Inquiry — Team Members are entitled to inquiry sessions with a Gartner research advisor and the Leadership Team

- Gartner for IT Leaders Research: Includes Gartner Core IT and role-specific research.

- Industry-specific IT Research: Access to Gartner research related to the specific industry preselected by Client at time of purchase. All team members must select the same industry.

- 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.

- 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: One (1) complimentary invitation to attend Gartner IT Summit, including standard Summit entitlements.

- 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.

- This Service requires the separate purchase of Gartner for Global IT Leadership Team Plus: Global Team Leader Service.

- 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.

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