

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team Plus: Delegate Team Leader (EPLPDL)

2024

Gartner G-Cloud 14 Service Definition

© 2024 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. or its affiliates. This Gartner G-Cloud 14 Service Definition, including all supporting materials, is proprietary to Gartner, Inc. and/or its affiliates and is for the sole internal use of the intended recipients. Because this Gartner G-Cloud 14 Service Definition may contain information that is confidential, proprietary or otherwise legally protected, it may not be further copied, distributed or publicly displayed without the express written permission of Gartner, Inc. or its affiliates.

Gartner[®]

Service Description

The Gartner Executive Programs Leadership Team Plus: Delegate Team Leader service 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

- An Executive Partner with experience in Senior Technology Executive roles
- Client Success Manager will serve as primary point of contact
- Digital executive and team guidance, insights and skills transfer
- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Virtual Strategy Meetings, Analyst interactions and local events
- Symposium attendance and peer networking interactions
- Best Practice and Decision Support Content

Service Features

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

Invoicing

- The Service is part of Executive Programs Leadership Team Plus and requires the separate purchase of Executive Programs Leadership Team Plus: 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 Service Delivery Team — An Executive Partner, who has experience in senior technology executive roles, and a client success manager will be assigned to the Delegate Team Leader, who may serve as proxy for the Team Leader in working with the Executive Partner on the Leader Agenda. The client success manager is an experienced service professional who understand the Client's context and priorities and helps the Client understand the entitlements of their Service. In his/her role as

the single point of contact from Gartner, the service professional provides the following: (i) a personalised, proactive, concierge-level, coordinated service approach to help the team leverage the most relevant Gartner resources, and (ii) alignment among Team Members and the Team Leader

- Virtual Team Workshop — Participate in a half-day annual strategy session (jointly determined by the Executive Partner and Team Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops
- Research Advisor Inquiry for the Delegate Team Leader — Provides access to Research Advisors who are associated with this Service. Participation is limited to the Gartner Advisor, the Delegate Team Leader, and other Team Members. The Delegate Team Leader must schedule and lead the inquiry sessions
- Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and Executive Programs VIP access
- 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
- 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
- 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
- Best Practice and Decision Support Content — 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 critical IT domains
- IT Research, 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: Leadership Development Research and Related Content — Customised professional development content for technology leaders, targeted to Team Members. Leadership Development Coaching — Executive Partner and Delegate Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate Team Leader to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Delegate Team Leader in the context of the Delegate Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan

- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology
- 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

- This product is only available as a renewal product for existing license holders only
- Delegate 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's organisation. If a Key Insight summary is not available, the Delegate Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses
- The Conference invitation entitles the Licensed User to register for one (1) Conference and is valid for 12 (twelve) months from the date of issue. A conference invitation provided as part of a Gartner Research offering is valid only for a conference during the contract term of that Research offering. Invitations are not transferable. A single invitation may not be used by more than one (1) employee of the client company and may not be used for admission to any conference other than the 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.